MyPBX Hotel Module User Manual

Version 1.0

Yeastar Information Technology Co. Ltd.

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Part 1 How To Activate MyPBX Hotel Module

1 Activate MyPBX Hotel Module

To activate Hotel Module, you should provide your MyPBX LAN MAC address. You can find it on the motherboard or on the enclosure of MyPBX.
Here is a screenshot of a MAC address:

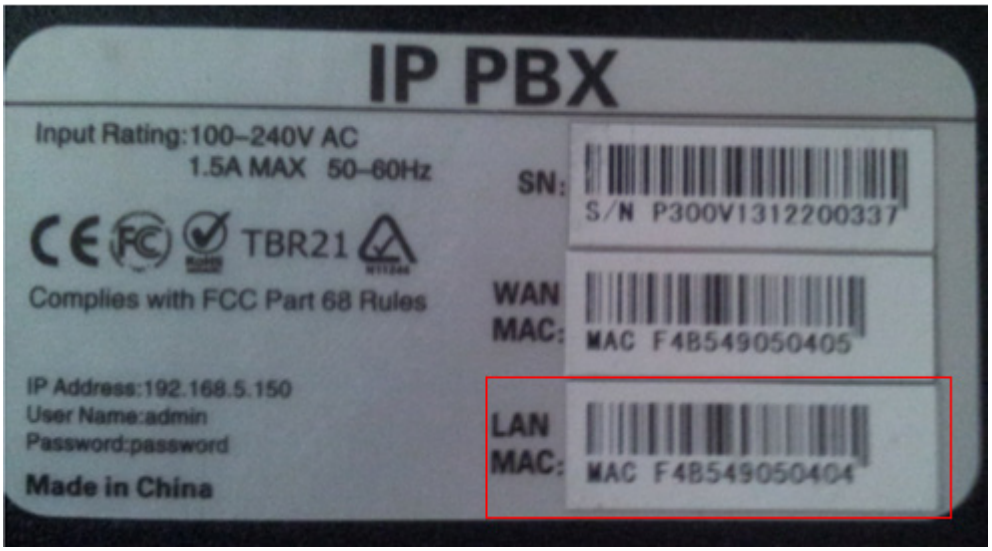


Figure 1

Notes:

1. Hotel Module is available only on MyPBX U100/U200/U300/U5XX series now.
2. LAN MAC is the key to get a license.

Please contact the reseller/dealer from whom you got the MyPBX to purchase activation license.

Below is the steps to activate the Hotel Module:
Step 1. Click “Addons” to switch to the addon activation page.

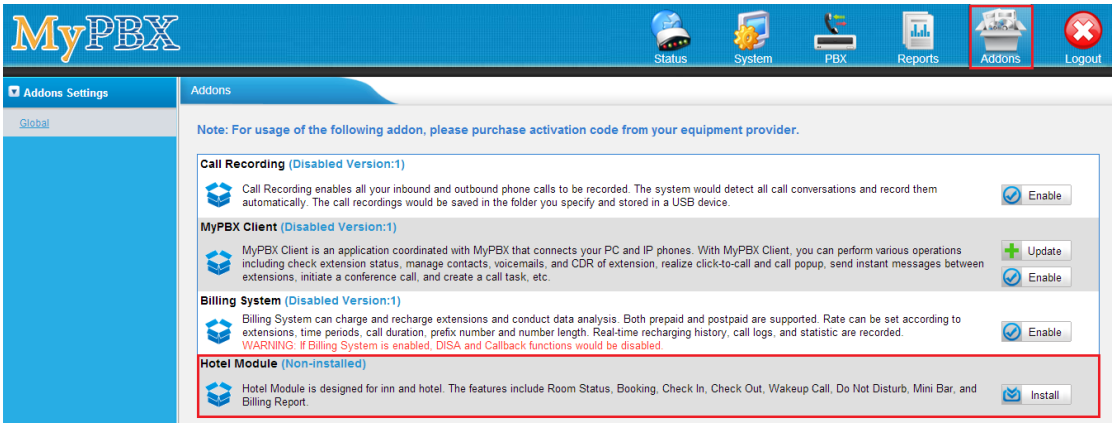

MyPBX
Status
System
PBX
Reports
Addons
Logout
Addons Settings
Global
Addons
Note: For usage of the following addon, please purchase activation code from your equipment provider.
Call Recording (Disabled Version:1)
Call Recording enables all your inbound and outbound phone calls to be recorded. The system would detect all call conversations and record them automatically. The call recordings would be saved in the folder you specify and stored in a USB device.
Enable
MyPBX Client (Disabled Version:1)
MyPBX Client is an application coordinated with MyPBX that connects your PC and IP phones. With MyPBX Client, you can perform various operations including check extension status, manage contacts, voicemails, and CDR of extension, realize click-to-call and call popup, send instant messages between extensions, initiate a conference call, and create a call task, etc.
Update
Enable
Billing System (Disabled Version:1)
Billing System can charge and recharge extensions and conduct data analysis. Both prepaid and postpaid are supported. Rate can be set according to extensions, time periods, call duration, prefix number and number length. Real-time recharging history, call logs, and statistic are recorded.
WARNING: If Billing System is enabled, DISA and Callback functions would be disabled.
Enable
Hotel Module (Non-installed)
Hotel Module is designed for inn and hotel. The features include Room Status, Booking, Check In, Check Out, Wakeup Call, Do Not Disturb, Mini Bar, and Billing Report.
Install

Figure 2

Step 2. Click “Install” and enter the activation code you purchased, then click “Active”.

Figure 3

Step 3. After you click “Active”, MyPBX will pop up a reboot tag. Click “Reboot now”, the activation will take effect after the MyPBX reboots.

Notes:

1. Activation is irreversible in MyPBX even if you do a factory reset on MyPBX. After you activate Hotel Module on your MyPBX, you can’t uninstall it. But you can disable it.
2. You can’t install the activation code on another MyPBX.

2 MyPBX Hotel Settings

You can disable/enable after it is activated successfully.

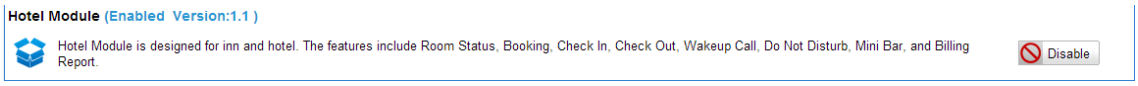

Hotel Module (Enabled Version:1.1)
Hotel Module is designed for inn and hotel. The features include Room Status, Booking, Check In, Check Out, Wakeup Call, Do Not Disturb, Mini Bar, and Billing Report.
Disable

Figure 4

Disable Hotel Module

You can click “Disable” to disable Hotel Module temporarily.
Click “Disable”, MyPBX will pop up the window below, and then click “OK” to disable it.

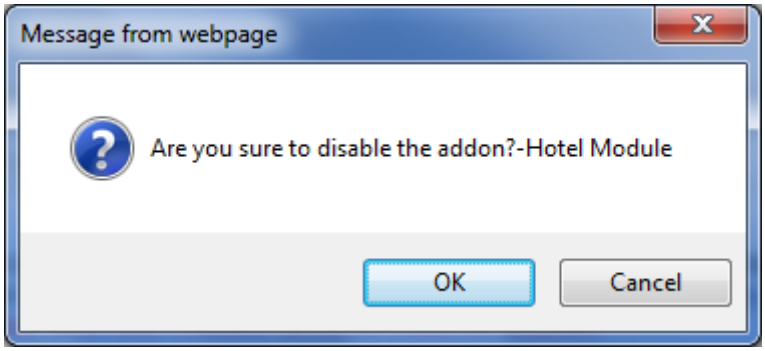


Figure 5

Enable Hotel Module

If you have disabled MyPBX Hotel Module, you can enable it again by clicking “Enable”.

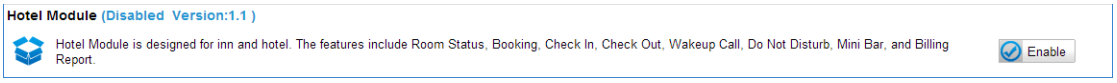

Hotel Module (Disabled Version:1.1)
Hotel Module is designed for inn and hotel. The features include Room Status, Booking, Check In, Check Out, Wakeup Call, Do Not Disturb, Mini Bar, and Billing Report.
Enable

Figure 6

Part 2 How to use Hotel Module

1 Introduction

Developed to meet growing needs of small and medium sized hotels, MyPBX Hotel Module integrates rich IP-PBX features with professional hospitality features. Run your hotel with MyPBX Hotel module to achieve higher productivity and greater profitability.

Hotel Module empowers MyPBX users to intuitively manage the booking and check-in and check-out of customers, check status of each room, offer mini-bar service, and run personalized billing reports, and more daily operational tasks in hotels and other hospitality environments. Improve business productivity and enhance guest experience with the powerful and affordable add-on. Navigate through the Web GUI, an orderly hotel and a systematic control of the operations are within grasp.

2 Managing Hotel Module

2.1 Log in Hotel Module Web GUI

After installation, you can log in MyPBX Hotel Module Web GUI. The default username and password is hotel/password.

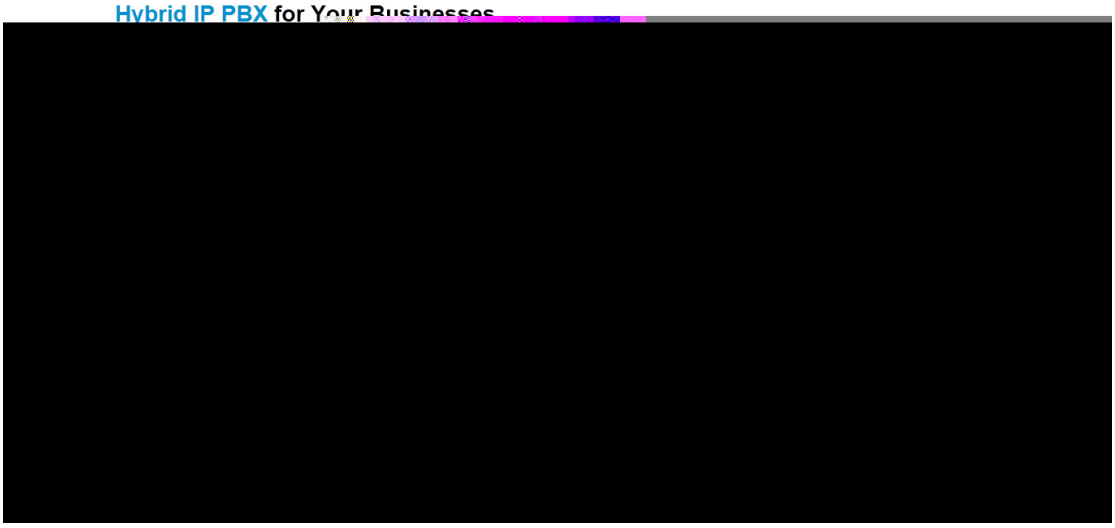


Figure 7

Click “Login”, you will enter the management portal.

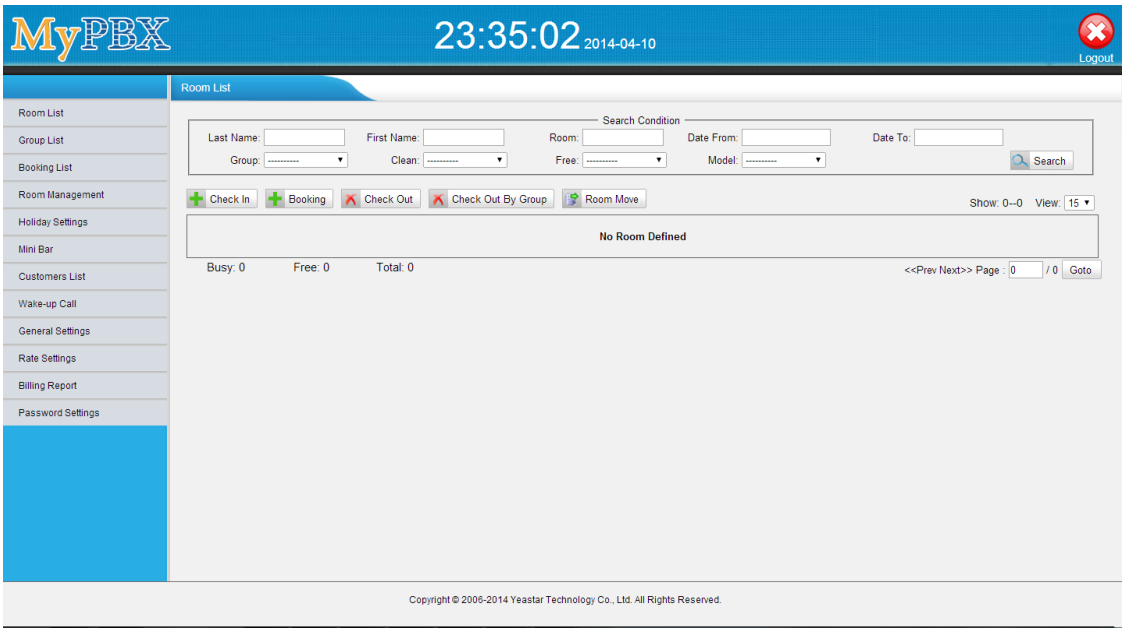


Figure 8

Note:

MyPBX firmware upgrade follow-up

· Clean the cache and cookies of the browser before login.

· There is a compatibility issue with IE11. Configure IE11 browser "Compatibility View Settings", add MyPBX IP address, and check "Display Intranet sites in Compatibility View" and "Use Microsoft compatibility lists".

See the following picture. MyPBX IP is 192.168.5.250 in this example.

Figure 9

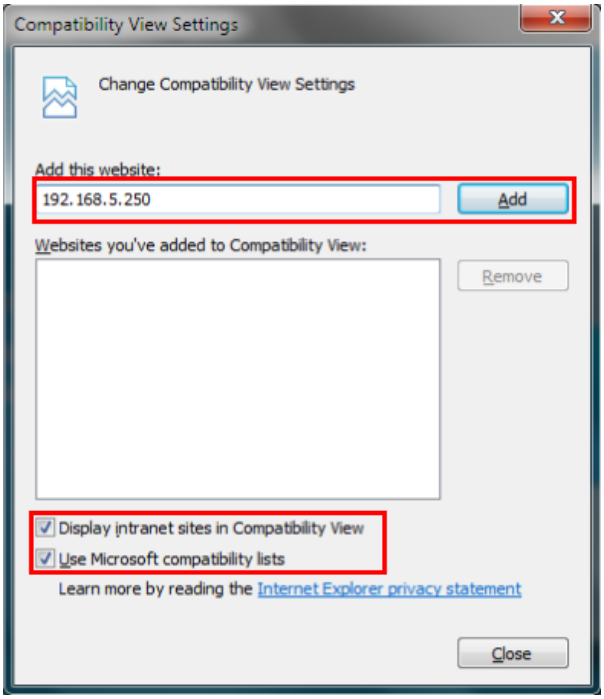


Figure 10

2.2 Hotel Settings and Management

2.2.1 Room Management

In this page, you can create/edit/delete room(s). And also, you can search room using room name, extension number or extension module.

Create Room Types

Before you create a room, you should create the room type first.
Click "***Models Management***", you will enter another page to configure room type.

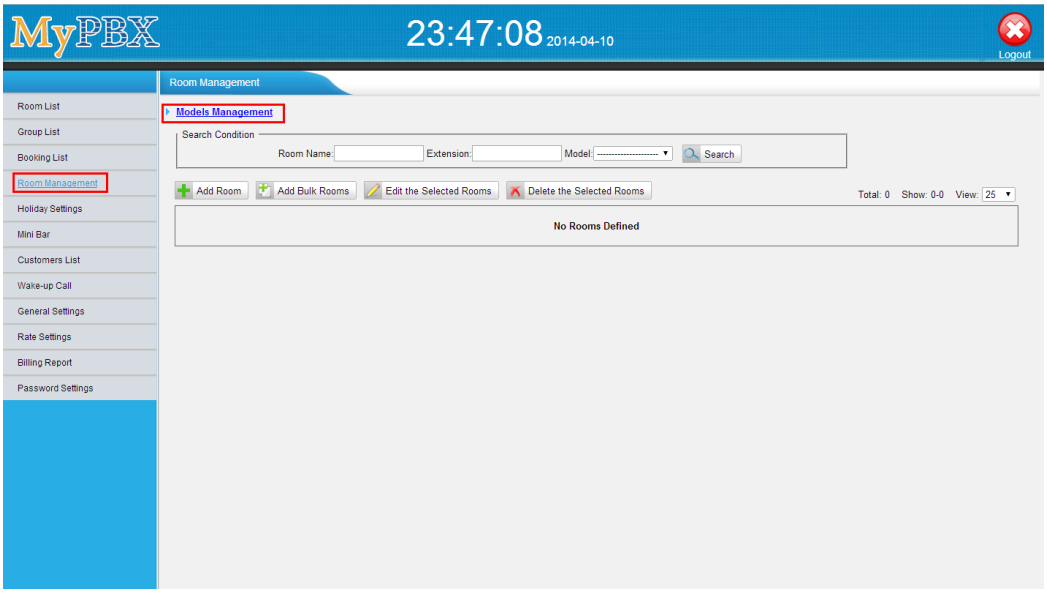


Figure 11

Click the button *"**Add Model**"* to add a new room type.

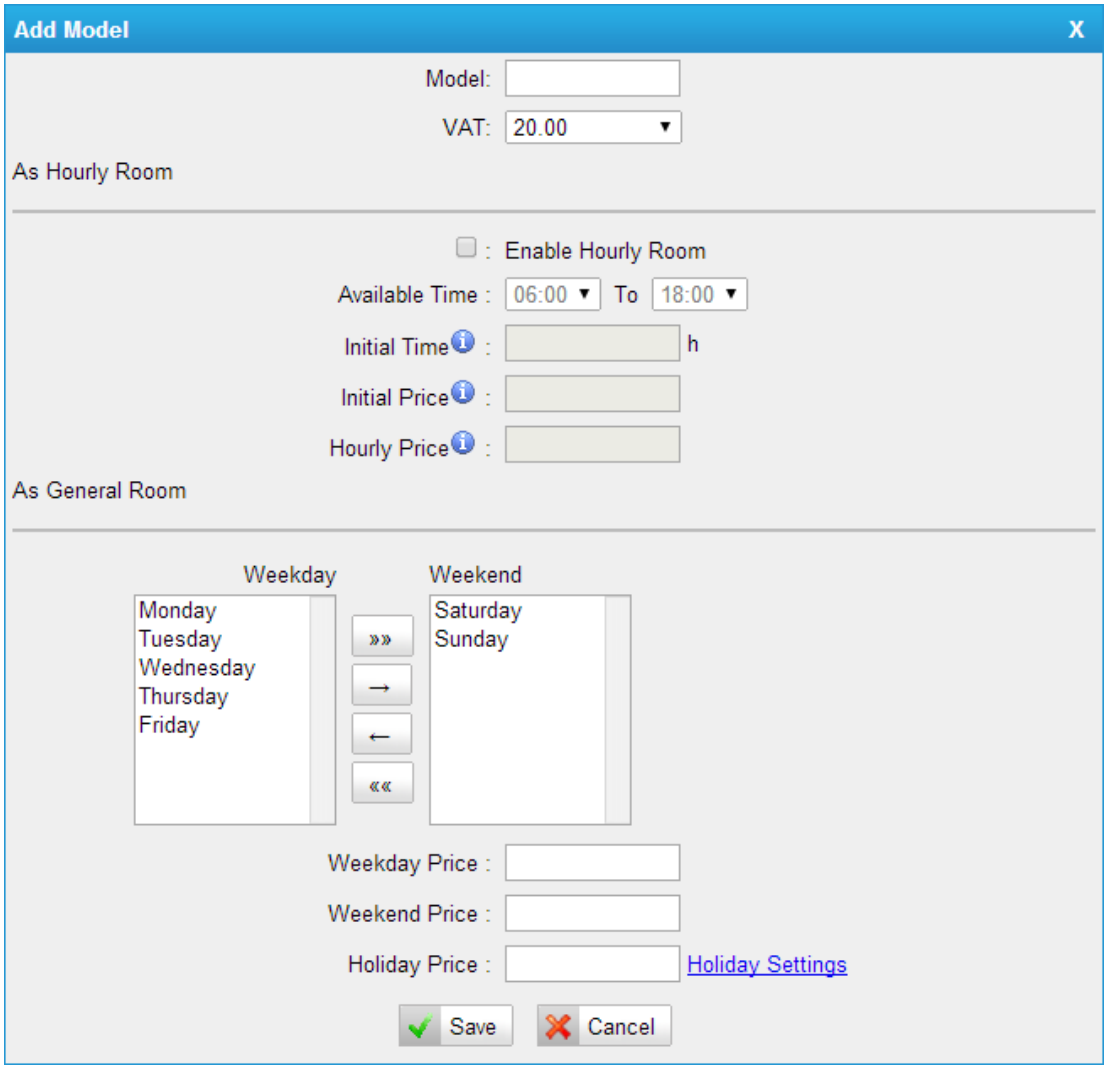


Figure 12

Model: Room type name
VAT: Value Added Tax

1) As Hourly Room
Enable Hourly Room:
Available Time:
Initial Time: the initial billable time duration
Initial Price: the money charged for the initial time
Holiday Price: charge per hour after the stay elapsed the initial time
Note: there will be an option of "Check in as Hourly Room" when check in

2) As General Room
Users can choose weekday and weekend as required.

Weekday Price: the price for weekday
Weekend Price: the price for weekend
Holiday Price: the price for holiday
Holiday Setting: click to set holiday information

3) Holiday Setting

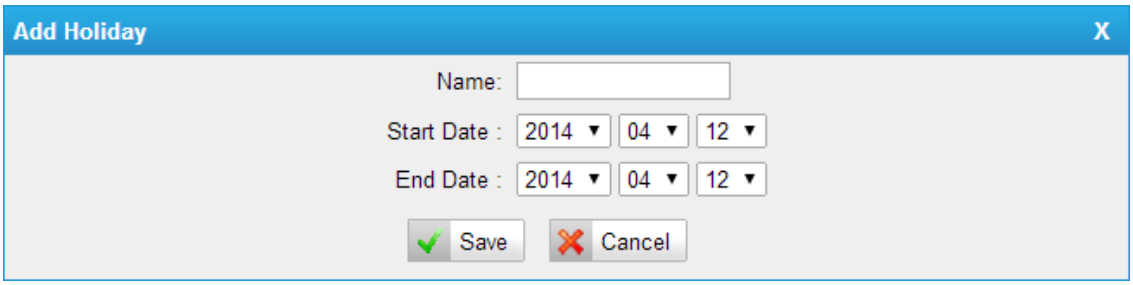


Figure 9

Name: the holiday name
Start Date: the start date of holiday
End Date: the end the date of holiday

After creating the room type, you can also edit or delete it.

Figure 10

Edit room type

Click to edit the room type.

Delete room type

Click to delete the room type.

Add Room

"***Room Management***" -> "***Add Room***"

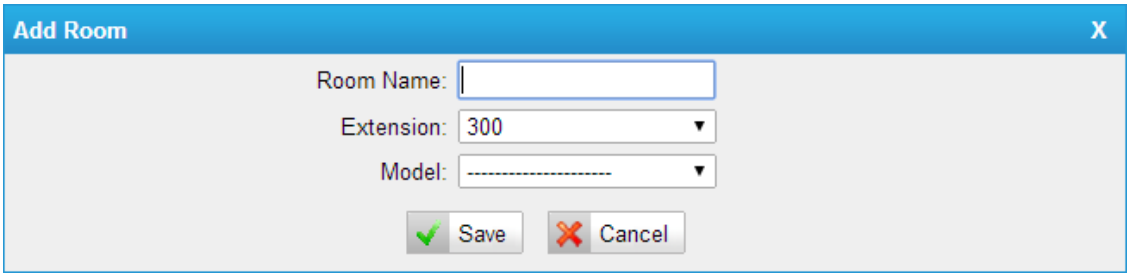


Figure 11

Room Name: Set the room name

Extension: Choose the extension number which will be used in this room

Module: Choose the room type

Add Bulk Rooms

"***Room Management***" -> "***Add Bulk Room***"

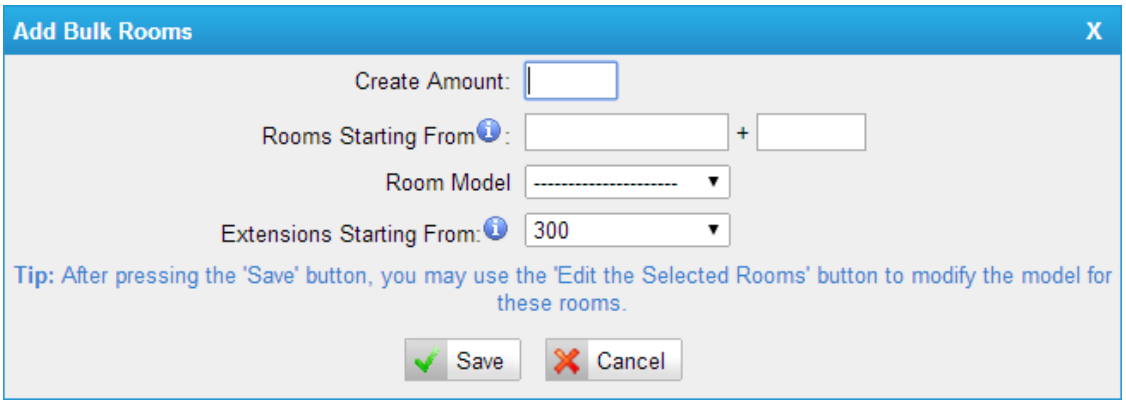


Figure 12

Create: the number of room you want to create

Rooms starting from: the format is prefix+suffix, of which, the prefix can be any alphabets and numbers, while the suffix can be numbers 0-9. After batch-adding, the room number will increase following suffix. For example, add 3 rooms in batch, and the initial room is [Room+300], so that the room number will be [Room300, Room301, Room302].

Room Model: choose the room type

Extensions starting from: after batch-adding, the extension will follow the initial extension number and match the available number.

Edit the Selected Rooms

"***Room Management***" -> "***Edit the Selected Rooms***"

After selecting the rooms which you want to edit, click "***Edit the Selected Rooms***", you can modify the room type.

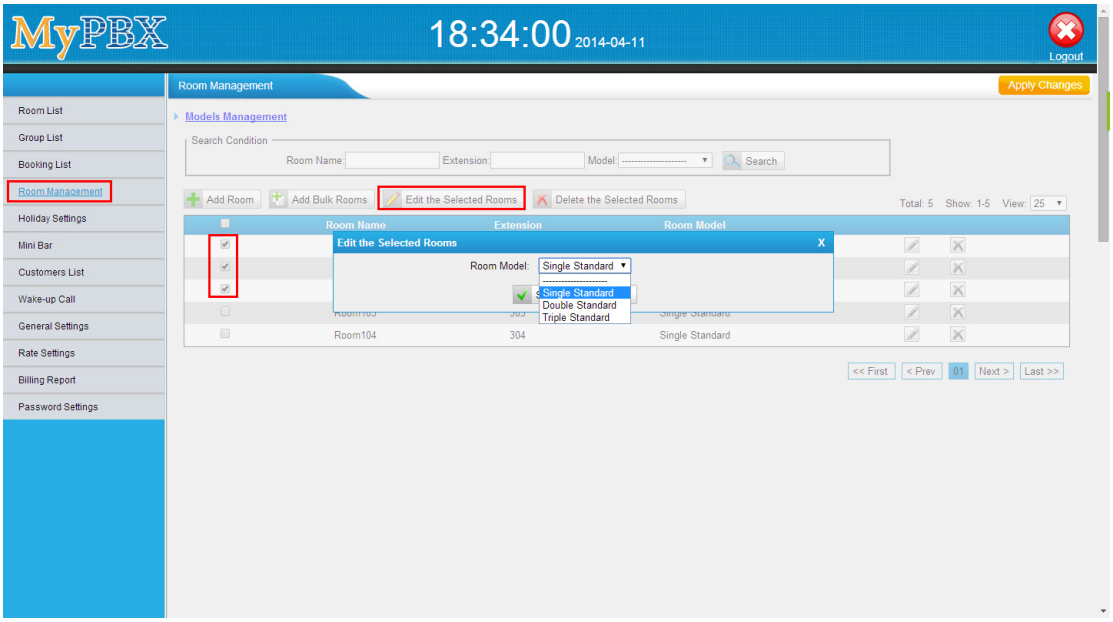


Figure 13

Edit room

Click to edit the room.

After clicking , you can modify the room type.

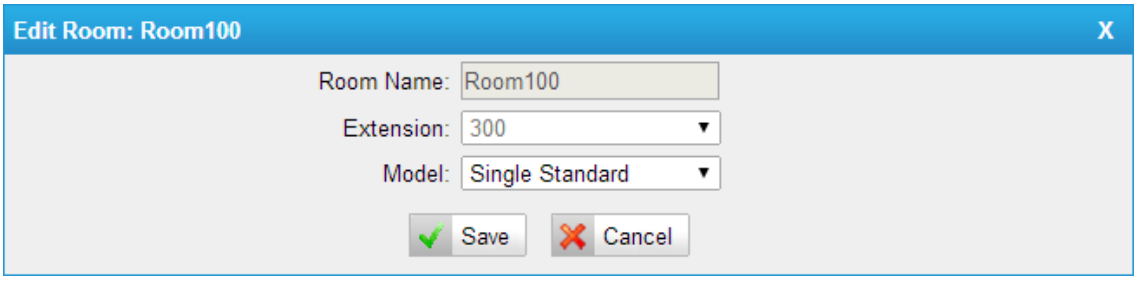


Figure 14

Delete the Selected Rooms

"***Room Management***" -> "***Delete the Selected Rooms***"

After selecting the rooms which you want to delete, click "Delete the selected Rooms", you can delete the selected rooms.

Delete Room

Click to delete the room.

Search Rooms

"***Room Management***" -> "***Search Condition***"
You can search the created rooms according to "Room Name", "Extension", and "Model".

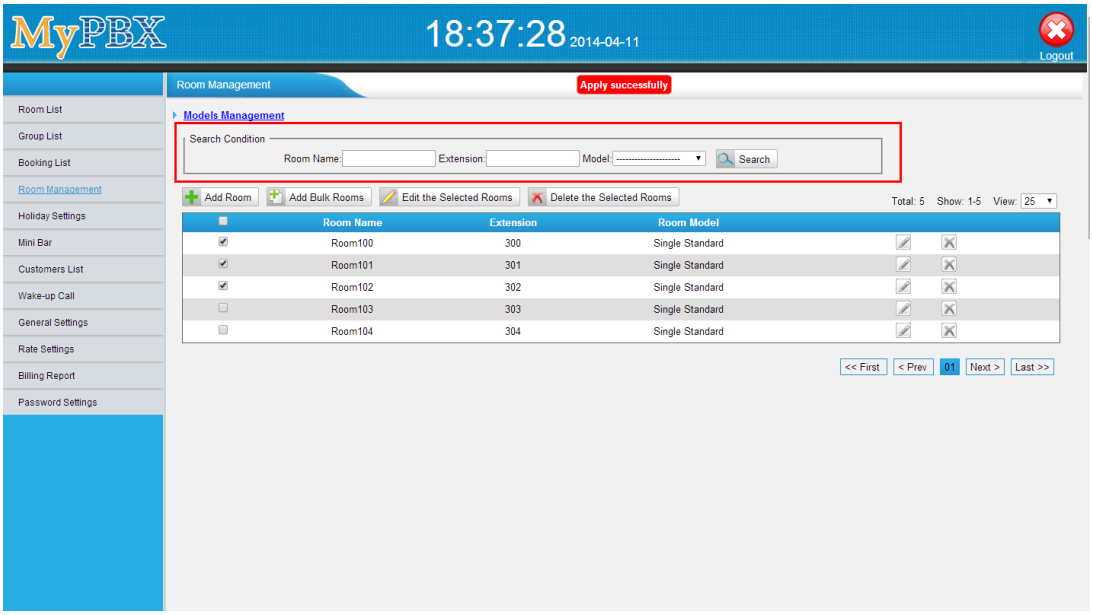


Figure 15

2.2.2 Room List

In this page, you can check room status and operate check-in/check-out/booking/group check-out/room move/ extend stay, etc.

Check In

This button is used to check in a customer. When there is a customer, just select an unused room, click "***Check In***" and input the customer's information in pop-up window.
"***Room List***" -> "***Check In***"

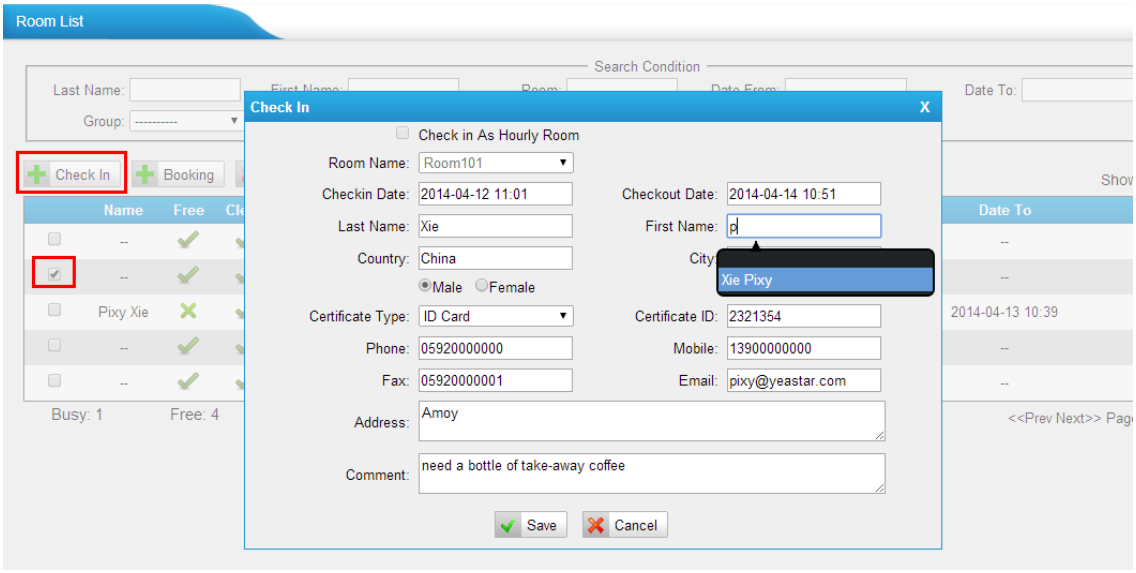


Figure 20

After selecting a room, click "***Check In***" button. In the pop-up window, input the information of the customer.

Note: only one room can be chosen when check in.

Check in As Hourly Room: if checked, the room will be charged by "hourly room" mode.

Room Name: the name of the room you've chosen.

Checkin Date: the time when the customer is checked in

Checkout Date: the time when the customer will check out

Last Name: the last name of the customer. If the name has already existed, it will appear an auto-match name list. And if you click the auto-match name, system will fill the corresponding information in other blanks automatically.

First Name: the first name of the customer. If the name has already existed, it will appear an auto-match name list. And if you click the auto-match name, system will fill the corresponding information in other blanks automatically.

Country: the country where the customer is from

City: the city where the customer is from

Male/Female: the gender of the customer

Certificate Type: the type of the customer's certificate, including ID card and passport

Certificate ID: the certificate number

Phone: the customer's phone number

Mobile: the customer's mobile number

Fax: the customer's fax number

Email: the customer's email address

Address: the customer's address

Comment: the customer's comment

After check-in, you can see room101 is not free now.

Note: Checkout Date, Last Name, First Name, Certificate ID and Mobile are required fields.

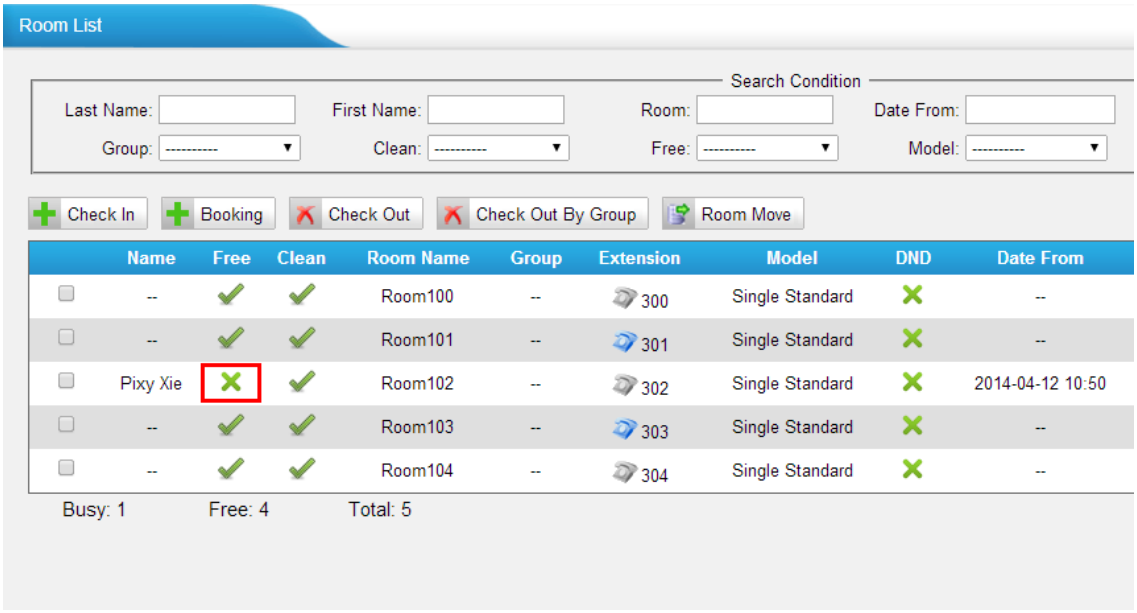


Figure 21

Booking

"Booking" is used for booking a room. If a customer want to book a room, select an unused room, click "Booking", and input the customer's information in pop-up window.

"***Room List***" -> "***Booking***"

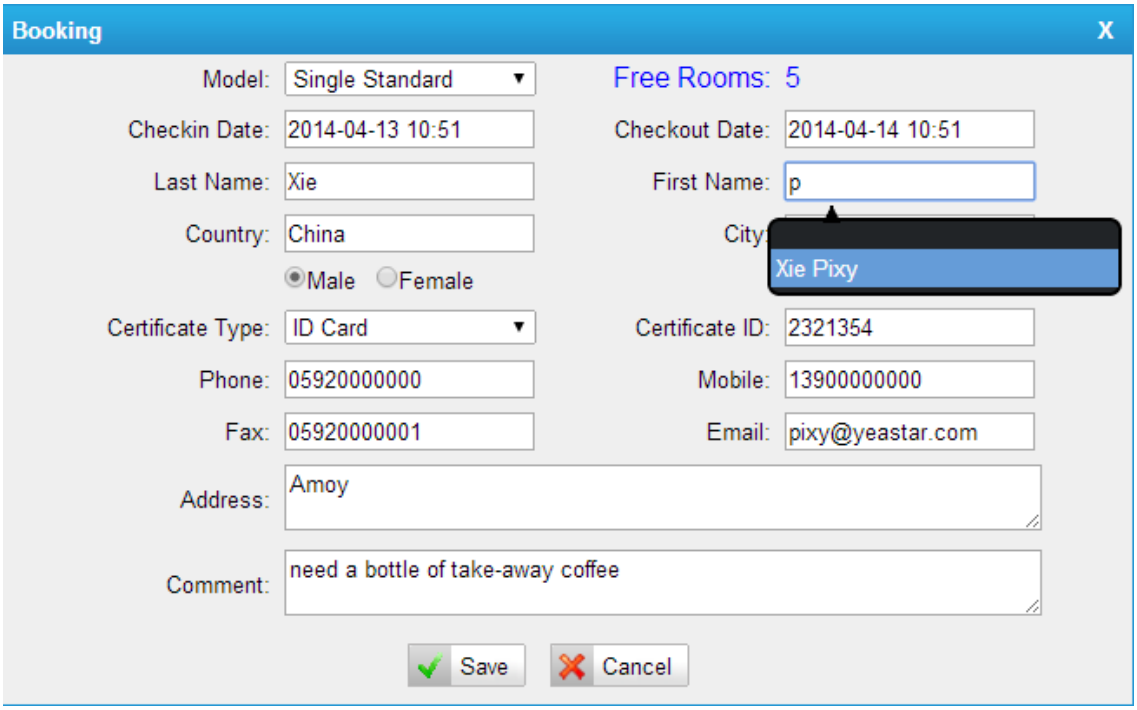


Figure 22

Click "***Booking***" button and in the pop-up window, input the customer's information.

Model: the type of the room that the customer wants to book. If one model is chosen, it will show the status of Free Room on the right side.

Checkin Date: the time when the customer will check in
Checkout Date: the time when the customer will check out

Last Name: the last name of the customer. If the name has already existed, it will appear an auto-match name list. And if you click the auto-match name, system will fill the corresponding information in other blanks automatically.
First Name: the first name of the customer. If the name has already existed, it will appear an auto-match name list. And if you click the auto-match name, system will fill the corresponding information in other blanks automatically.
Country: the country where the customer is from
City: the city where the customer is from
Male/Female: the gender of the customer
Certificate Type: the type of the customer's certificate, including ID card and passport
Certificate ID: the certificate number
Phone: the customer's phone number
Mobile: the customer's mobile number
Fax: the customer's fax number
Email: the customer's email address
Address: the customer's address
Comment: the customer's comment

Note: Checkin Date, Checkout Date and First Name are required fields.

Check Out

This button is used to check out a customer. Select the customer who wants to check out, click "Check Out", and input the date and other service in pop-up window.
Note: The text of "Date To" will turn to red when the check out date comes.
"***Room List***" -> "***Check Out***"

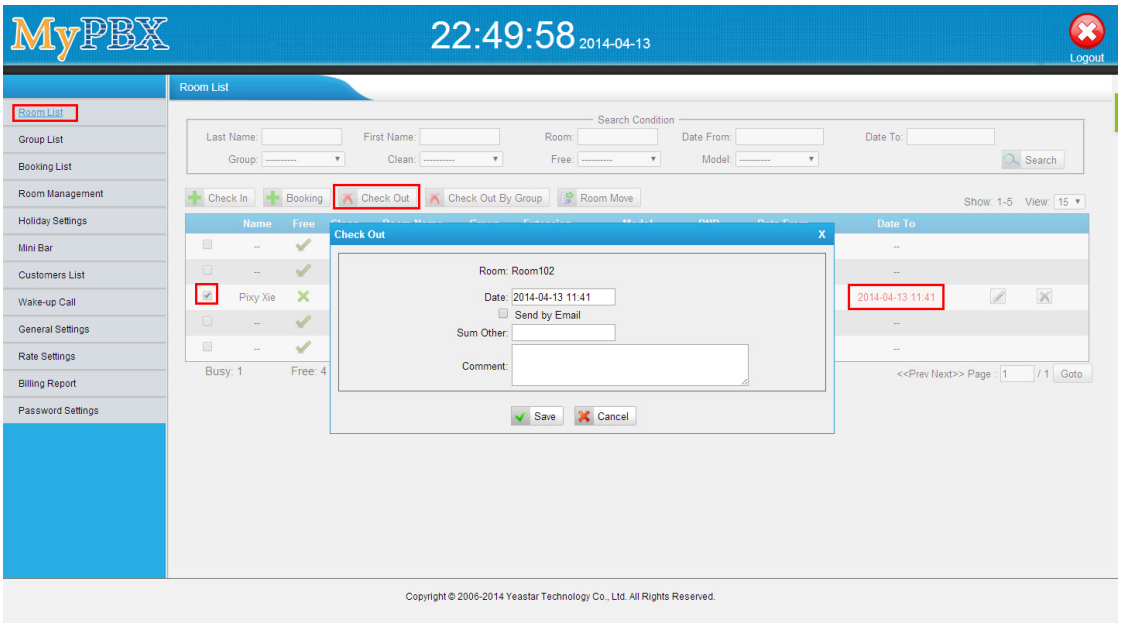


Figure 23

After selecting the room, click “Check Out”.

Date: the time when the customer is checked out

Send by email: whether send the information to the customer email or not

Sum other: other expense except call charges and mini bar charges

Comments: add details about the expenses

After “***Check Out***”, the “***Clean***” status will be changed to . In this case, you can’t check in this room until the room status is clean again..

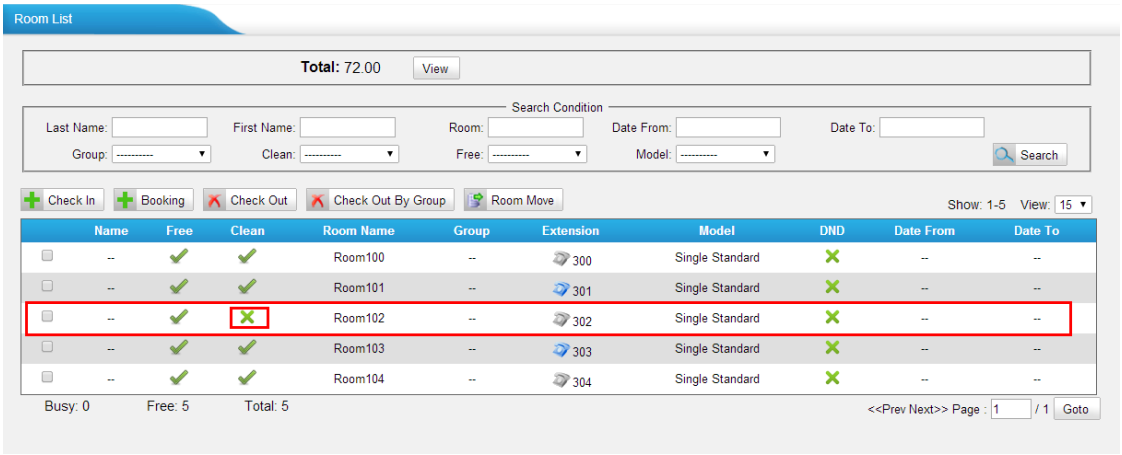


Figure 24

Check Out By Group

“***Room List***” -> “***Check Out By Group***”

Note: if you want to check out by group, there should be at least one group.

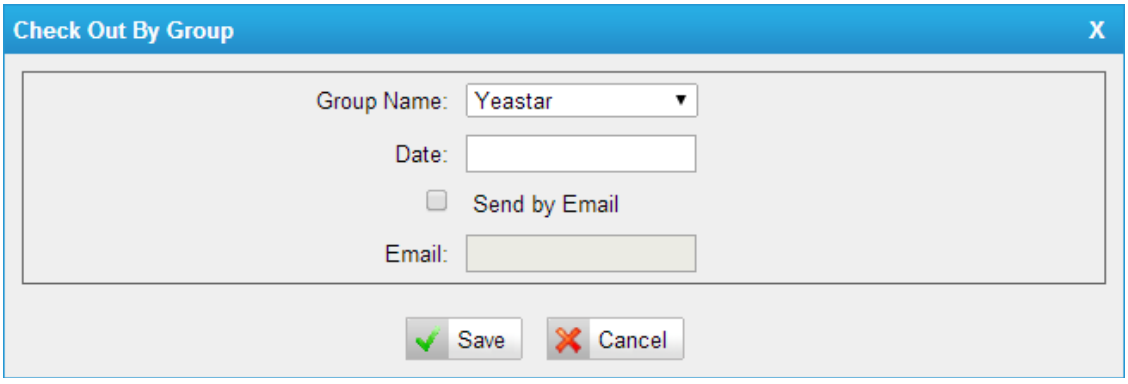


Figure 25

Group Name: the group which will check out.

Date: the time when the group will check out.

Send by Email: whether send this information to customer’s email address or not.

Room Move

“***Room List***” -> “***Room Move***”

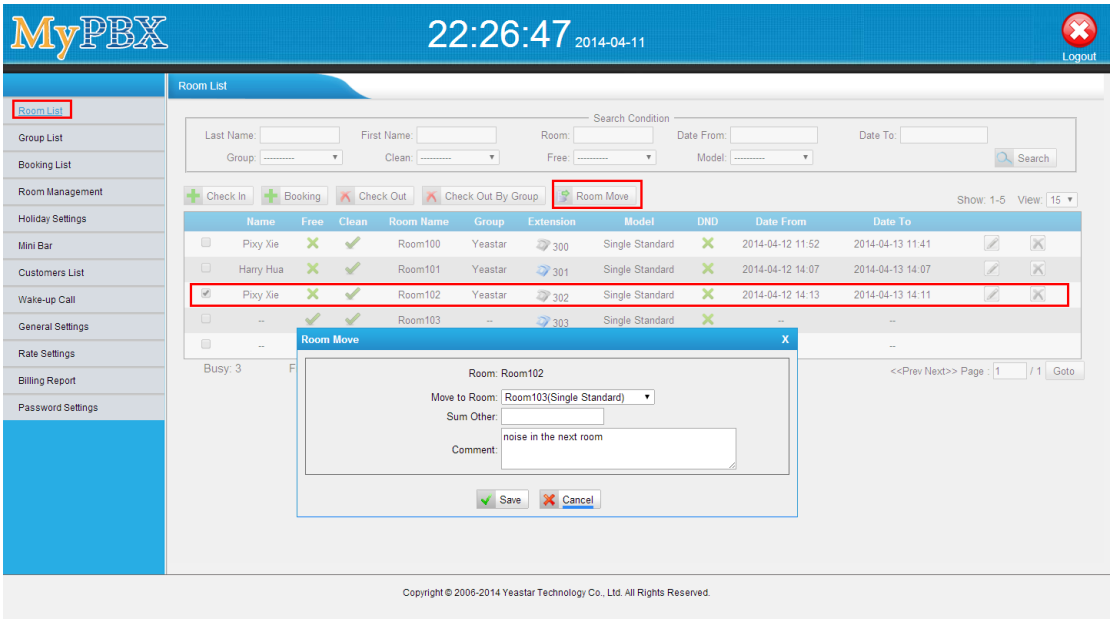


Figure 26

After selecting the room which will be moved, click "***Room Move***".

Move to Room: the room which the customer will be moved to.

Sum Other: the extra charge for Room Move, it will be added to the bill when check out.

Comments: some comments on this movement.

Search Rooms

"***Room List***" -> "***Search Condition***"

You can search rooms according to Customer's "*Name*", "*Room*" *Name*, "*Group*", "*Clean*" status, "*Free*" status, and "*Model*".

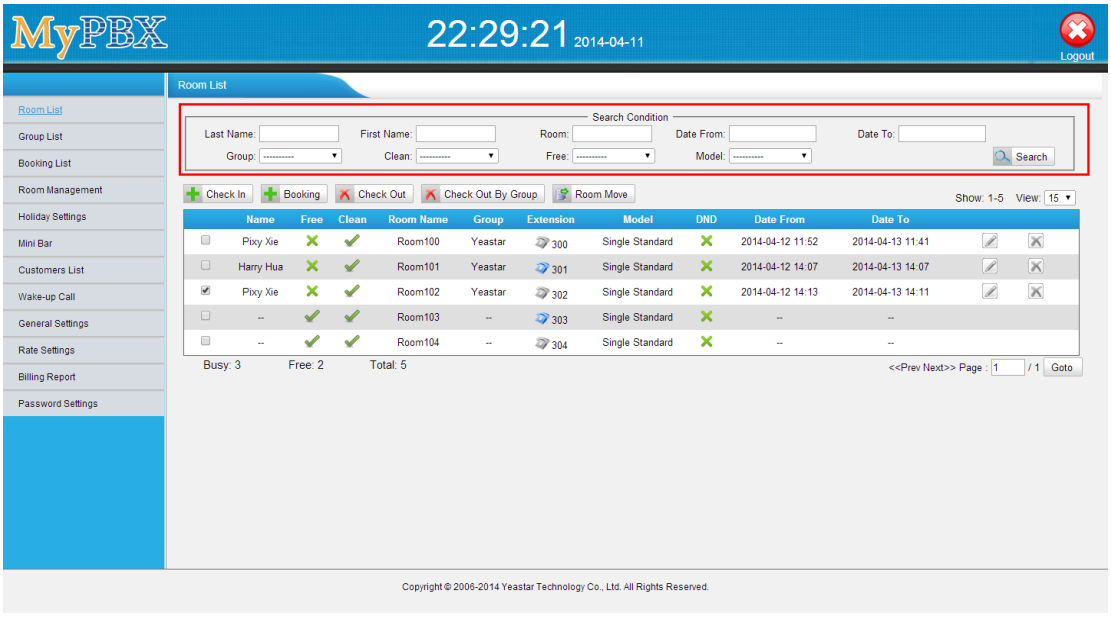


Figure 27

Edit Check-in Info

Click to edit the check-in info.

1) Check-in Info

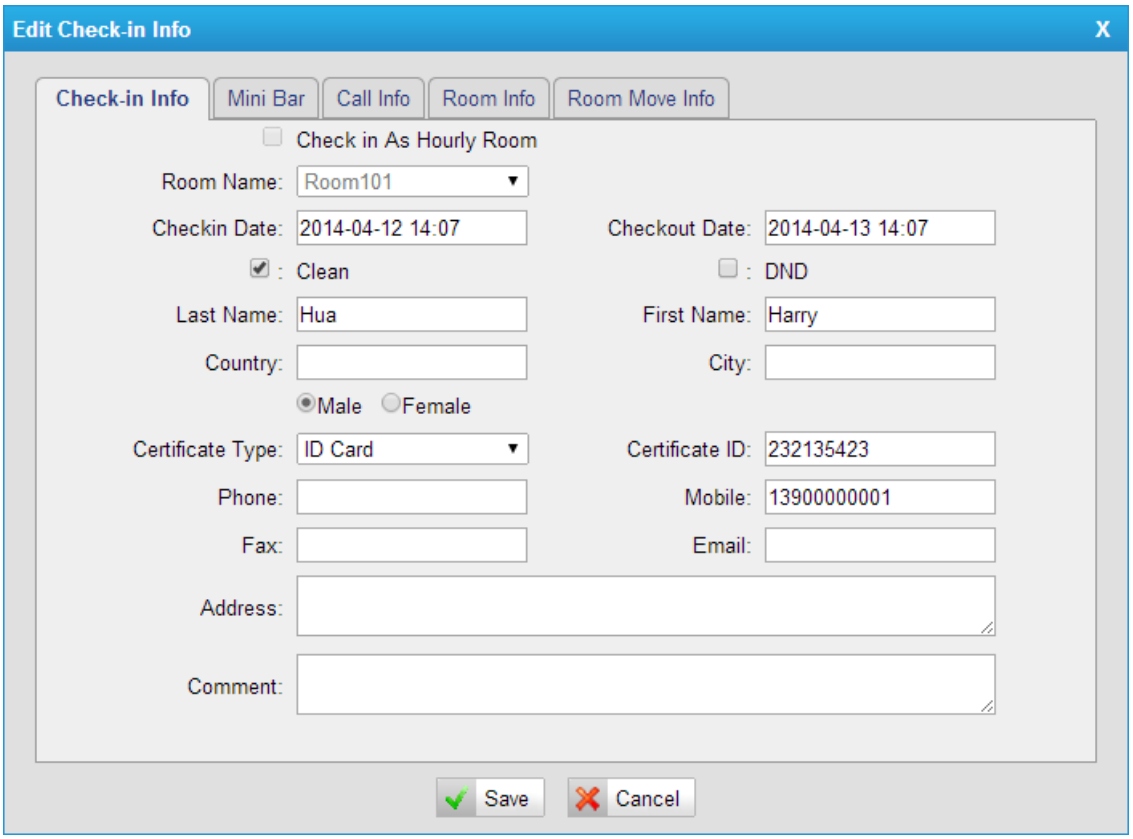


Figure 16

Check-in Info tab is almost the same with "Check In" window, with "Clean" and "DND" options added here.

Clean: if checked, it means this room is clean.

DND: if checked, it means DND is enabled and all calls will be rejected.

2) Mini Bar

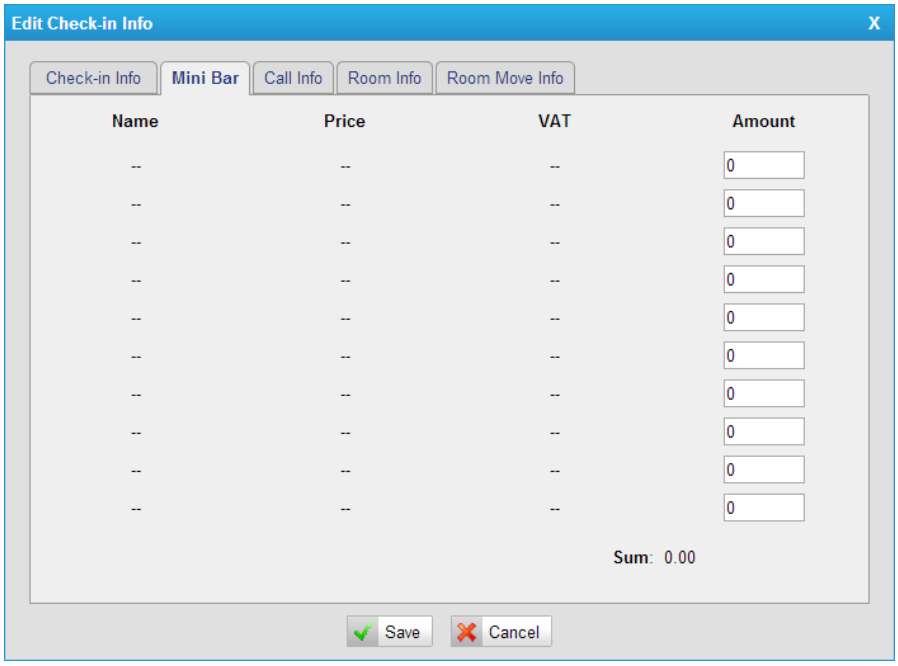


Figure 17

You can check the report of commodities which are ordered from Mini bar.

Sum: it is the total charge of the items.

3) Call Info

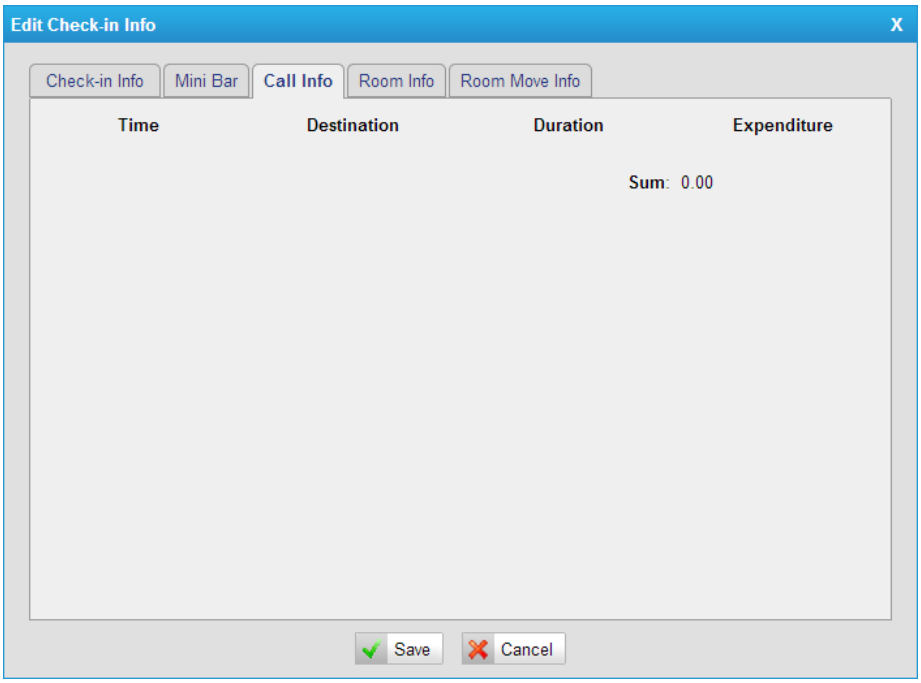


Figure 30

Here you can check the calling info.

Time: when the call is made.

Destination: the destination number

Duration: the duration of the call

Expenditure: the charge of the call
Sum: it is the total charge of the calls.

4) Room Info

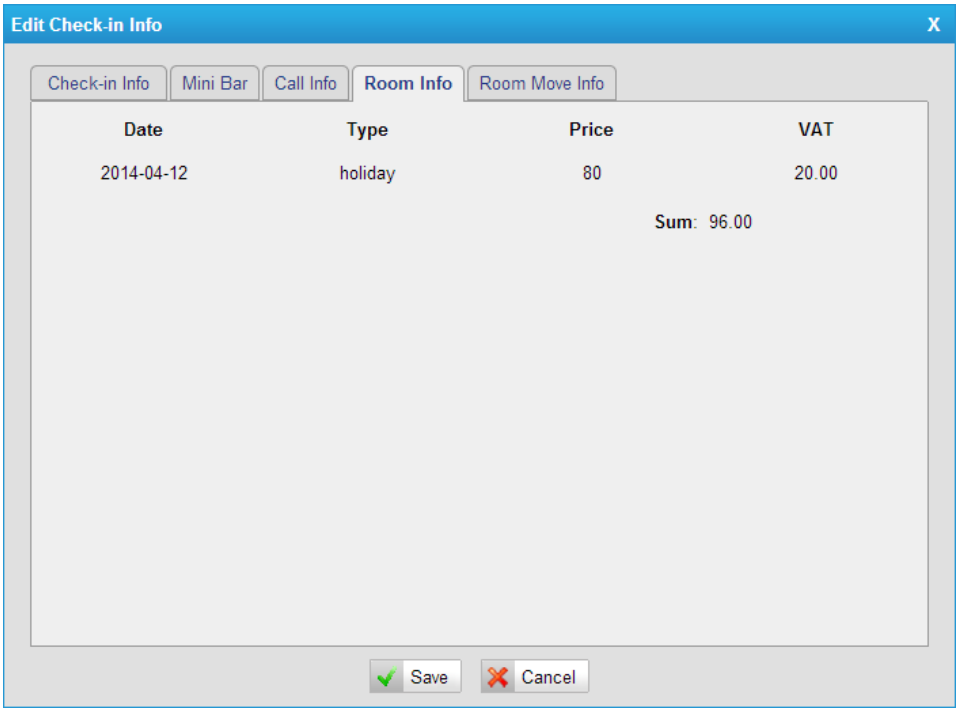


Figure 31

Here you can check the room info including Date, Type, Price, and VAT.
Sum: it is the total charge of the room.

5) Room Move Info

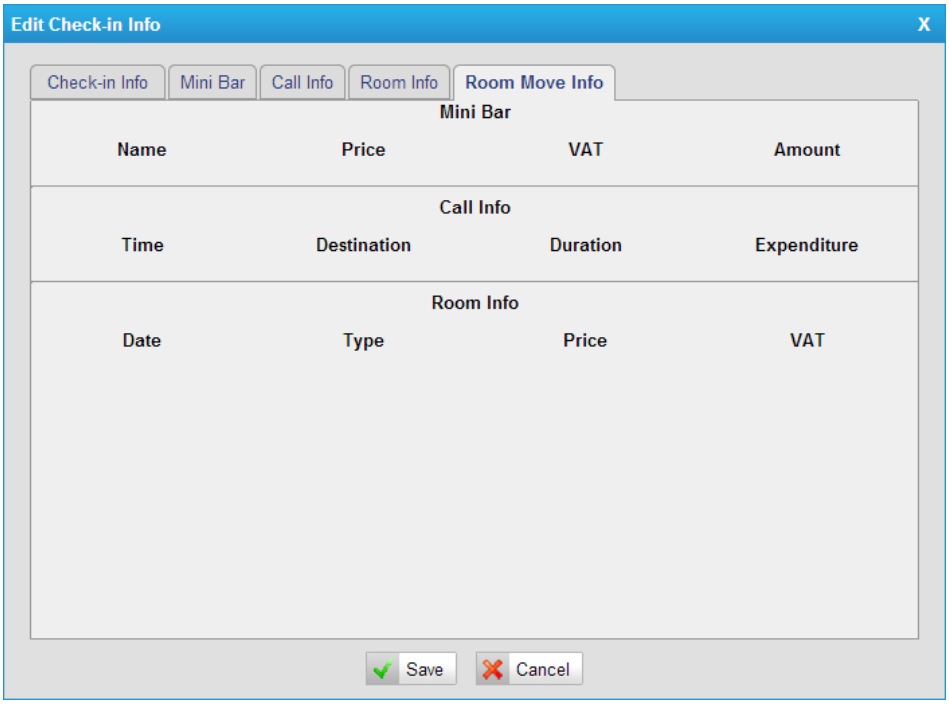


Figure 32

In this tab you can check “Mini Bar”, “Call Info” and “Room Info” at the same time.

Delete Group

Click to delete the check-in.

2.2.3 Group List

In this page, you can create/edit/delete room group.
Generally, Group is used for a group of customer, such as tourist groups. The customer in group can be checked out by group.

Add Group

“***Group List***” -> “***Add Group***”

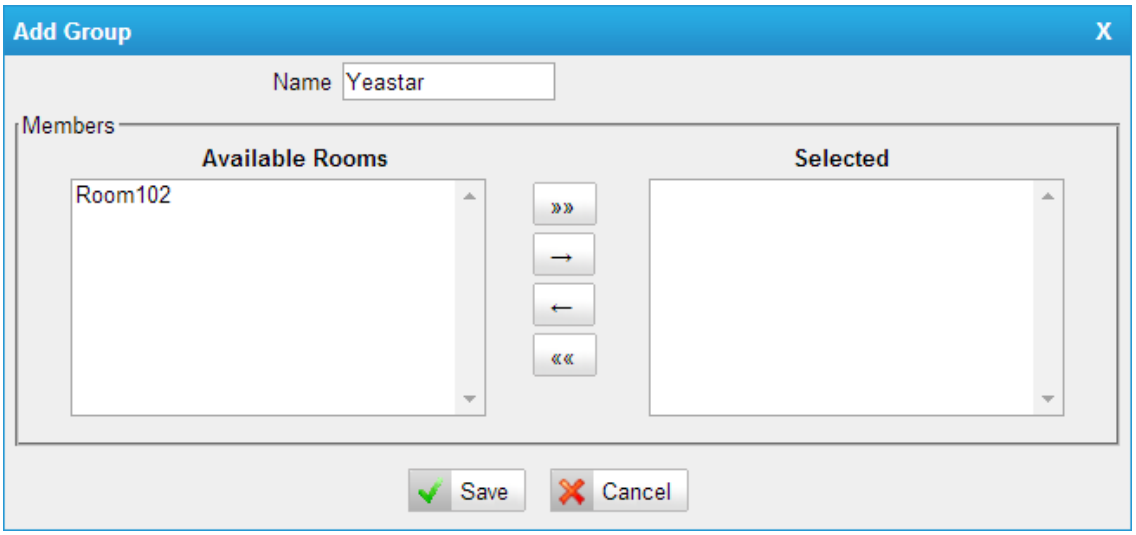


Figure 33

Name: group name
Available Rooms: the rooms which can be selected in the group
Selected: the rooms which have been selected in the group

Edit Group

Click to edit the group.

Delete Group

Click to delete the group.

2.2.4 Booking List

There are booking lists in this page.
If there are some customers booking room, the book list will be shown. And you can select one list to check in or cancel the booking list.

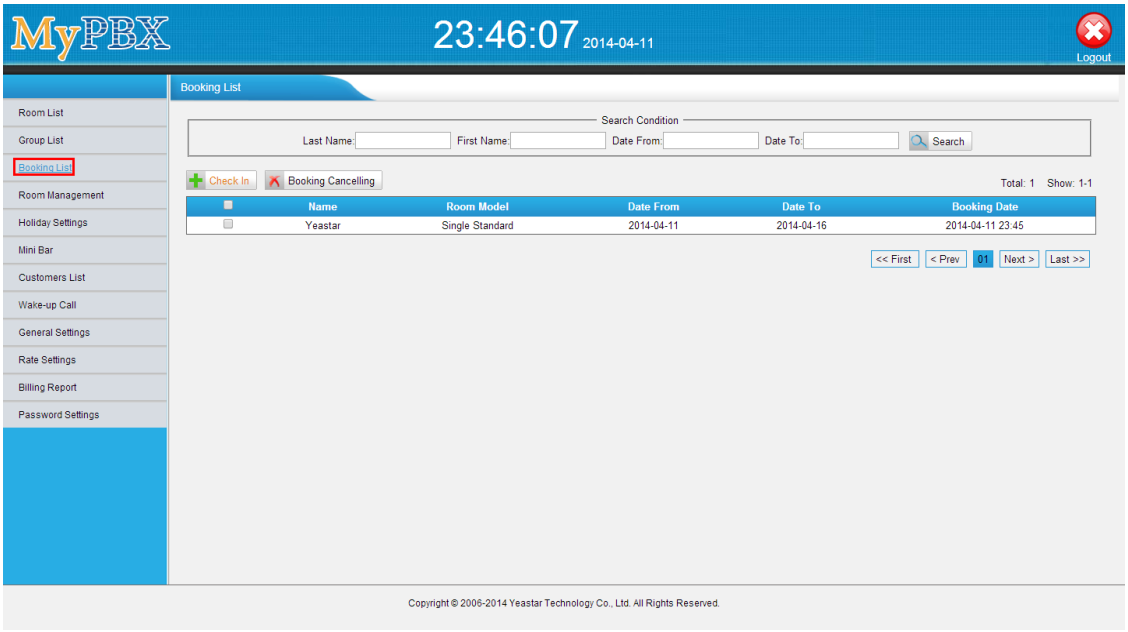


Figure 34

Check In

Check in a selected booking record.
"***Booking List***" -> "***Check In***"

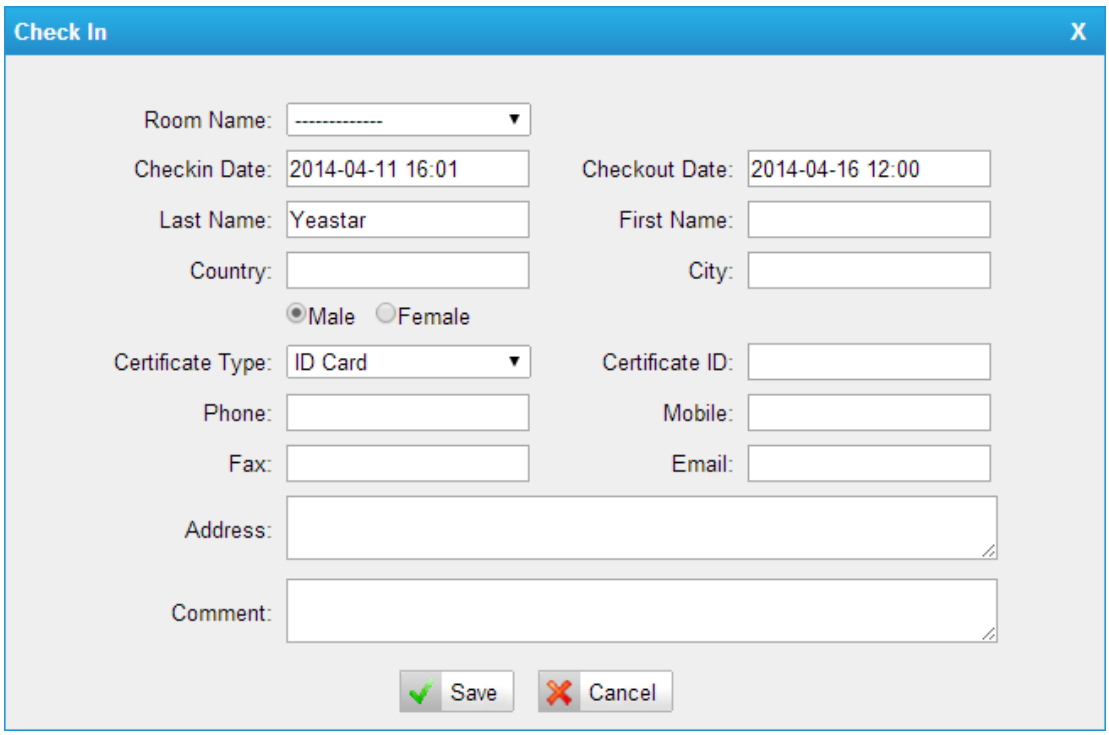


Figure 35

Canceling

"***Booking List***" -> "***Booking Canceling***"

Cancel a booking record.

Search Bookings

"***Booking List***" -> "***Search Condition***"

You can search bookings according to "*Name*", "Date From" and "Date to".

2.2.5 Holiday Settings

Add Holiday

"***Holiday Settings***" -> "***Add Holiday***"

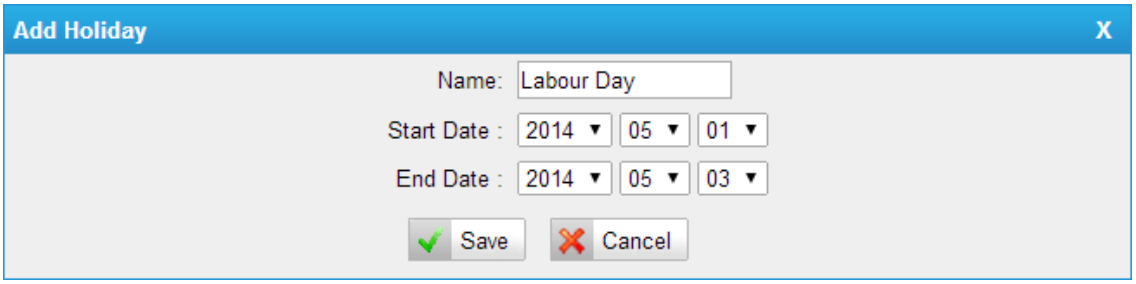


Figure 36

Name: the holiday name

Start Date: the start date of the holiday

End Date: the end the date of the holiday

2.2.6 Mini Bar

Set commodity price and VAT in Mini Bar
"***Mini Bar***"

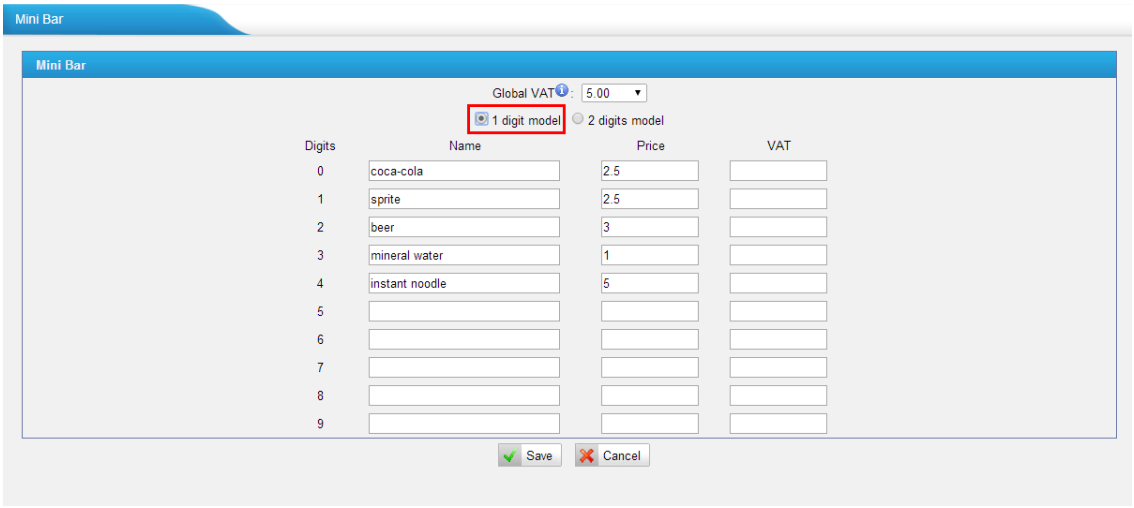


Figure 37

In the above picture, 1 represents Coca-cola; 2 represents Sprite; 3 represents Beer; 4 represents Mineral Water; and 5 represents Instant Noodles. If the customer consumes 2 tins of Coca-cola, 1 tin of beer and 1 cup of instant noodle, when he/she checks out, the cleaner of the hotel can dial *8300224 to record the consumption. *83 is mini-bar feature code, which can be set in "***General Settings***"

Global VAT: if the VAT of Mini Bar is not set, it will use the global VAT.
1 digit model: use numbers 0-9 to represent items.
2 digits model: when 1 digit model is not enough, you can use 2 digits to add more items.

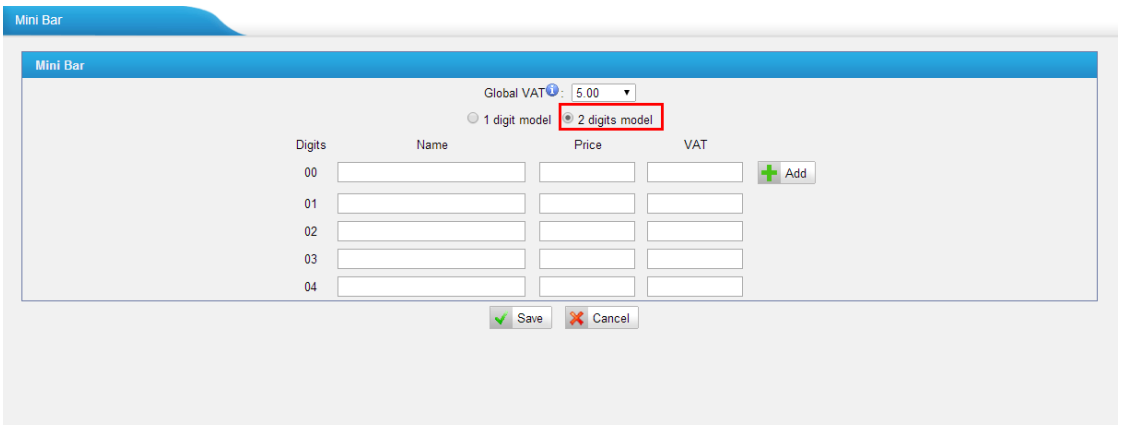


Figure 38

2.2.7 Customers List

When "Check In" or "Book" is operated, the customer's information will be saved automatically. If there is customer's information in MyPBX, when he/she is checked in again, the reception doesn't have to input the customer information again.

In this page, the customer's information can be added/modified/deleted.

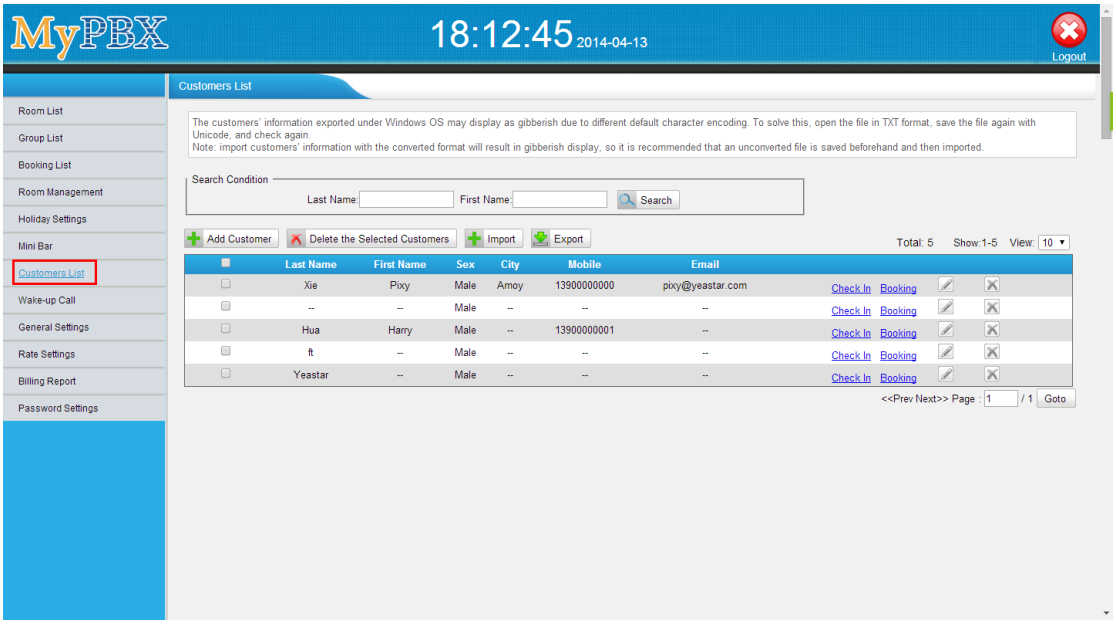


Figure 18

Add Customer

"***Customers List***" -> "***Add Customer***"

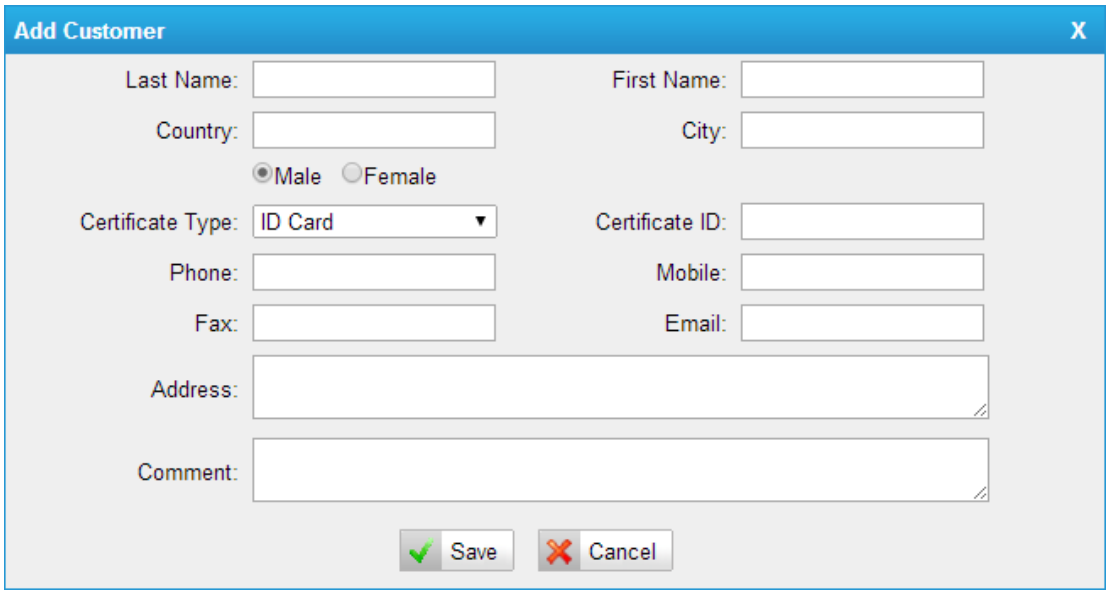


Figure 40

Last Name: the last name of the customer

First Name: the first name of the customer

Country: the country where the customer is from
City: the city where the customer is from
Male/Female: the gender of the customer
Certificate Type: the type of the customer's certificate, including ID card and passport
Certificate ID: the certificate number
Phone: the customer's phone number.
Mobile: the customer's mobile number.
Fax: the customer's fax number.
Email: the customer's email address
Address: the customer's address.
Comment: the customer's comment

Delete the selected customer

"***Customers List***" -> "***Delete Selected Customers***"
Delete the selected customer's information.

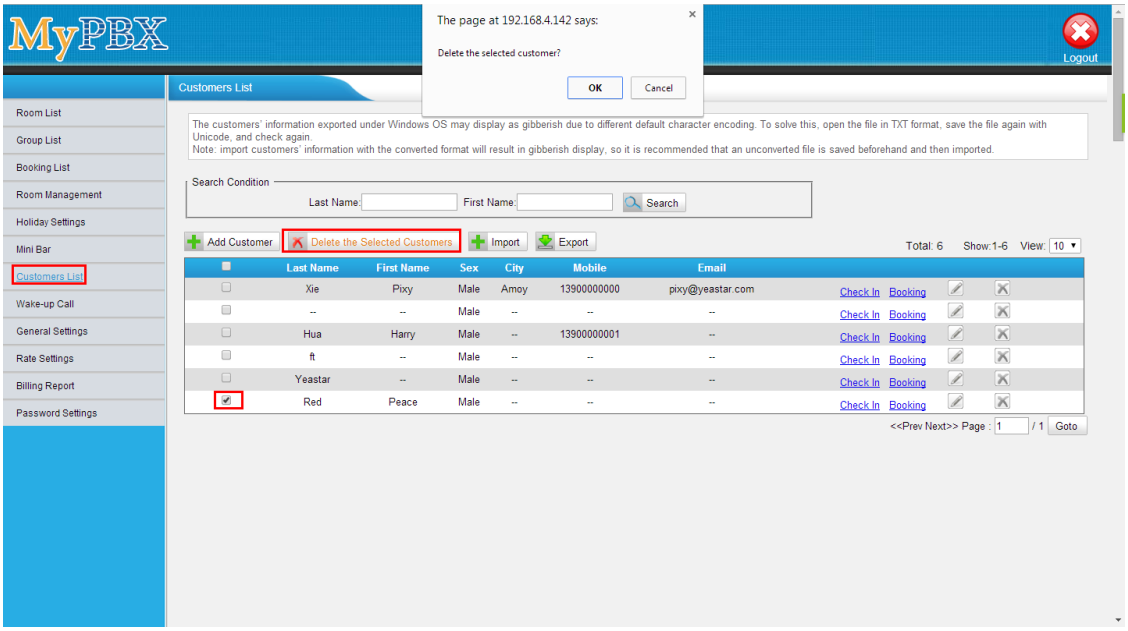


Figure 41

Note: The customer who already has checked in or have a booking can't be deleted.

Import

"***Customers List***" -> "***Import***"
Upload a txt or csv file. The file size must not be larger than 1MB.

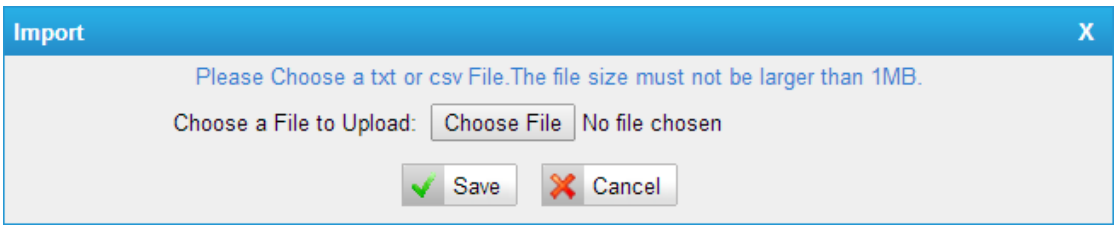


Figure 42

Export

"***Customers List***" -> "***Export***"

Export the customers' information as a CSV file.

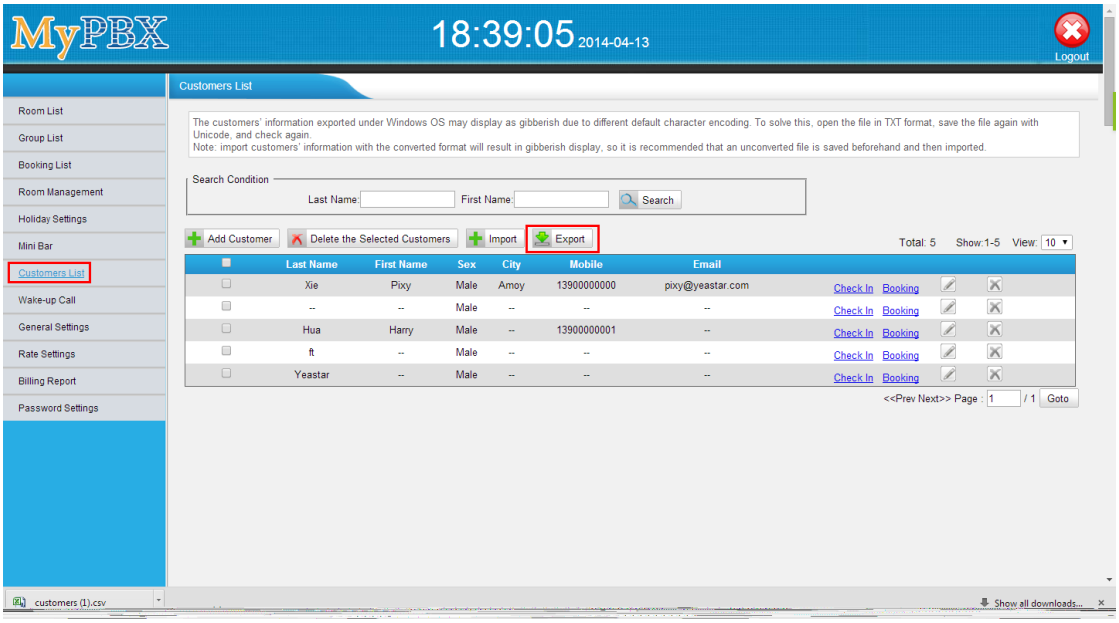

MyPBX
18:39:05 2014-04-13
Logout
Customers List
Room List
Group List
Booking List
Room Management
Holiday Settings
Mini Bar
Customers List
Wake-up Call
General Settings
Rate Settings
Billing Report
Password Settings
The customers' information exported under Windows OS may display as gibberish due to different default character encoding. To solve this, open the file in TXT format, save the file again with Unicode, and check again.
Note: import customers' information with the converted format will result in gibberish display, so it is recommended that an unconverted file is saved beforehand and then imported.
Search Condition
Last Name: First Name: Search
Add Customer Delete the Selected Customers Import Export
Total: 5 Show:1-5 View: 10
Last Name First Name Sex City Mobile Email
Xie Pixy Male Amoy 13900000000 pixy@yeastar.com Check In Booking
-- -- Male -- -- -- Check In Booking
Hua Harry Male -- 13900000001 -- Check In Booking
ft -- Male -- -- -- Check In Booking
Yeastar -- Male -- -- -- Check In Booking
<<Prev Next>> Page : 1 / 1 Goto
customers (1).csv
Show all downloads...

Figure 43

The customers' information exported under Windows OS may display as gibberish due to different default character encoding. To solve this, open the file in TXT format, save the file again with Unicode, and check again.

Note: Import customers' information with the converted format may result in gibberish display, so it is recommended that an unconverted file is saved beforehand and then imported.

Search Customer

"***Room List***" -> "***Search Condition***"

You can search rooms according to Customer's "Last *Name*" and "*First Name*".

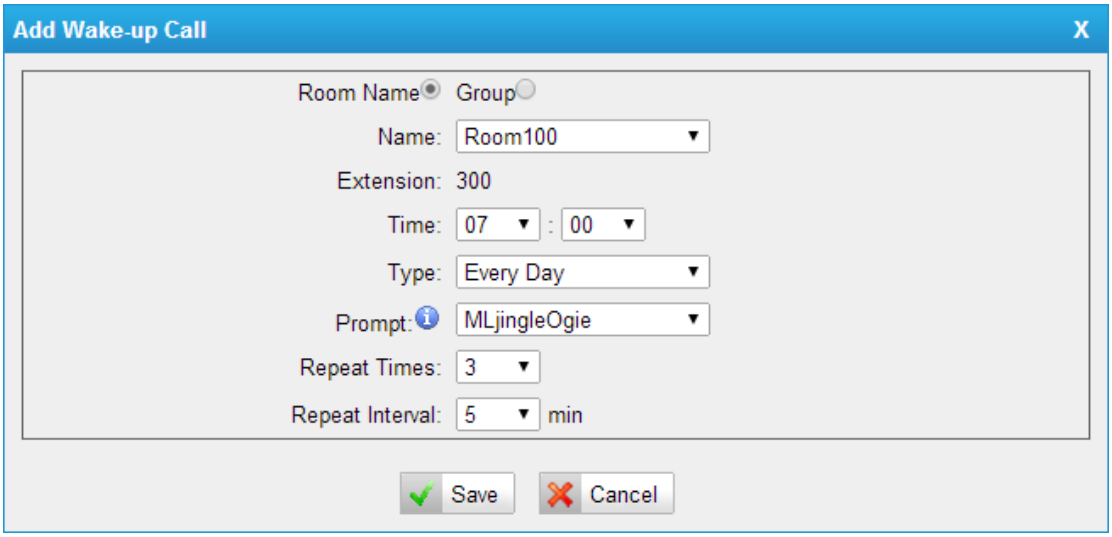


Figure 45

Room Name/Group: the wake-up call is valid for single room or room group

Name: room name or group name

Extension: the extension number of the room

Time: Wake-up Call time

Type: the frequency of the wake-up call, include “Every Day”, “One Day”, “Custom”

Prompt: the prompt of the Wake-up call. The prompt can be set up in “Music on Hold Prompts” section.

Repeat Times: the times that the wake-up call will be repeated.

Repeat interval: the interval of repeated prompt.

Add Bulk Wake-up Calls

“***Wake-up Call***” -> “***Add Bulk Wake-up Call***”

You can add bulk wake-up calls for multiple rooms at the same time. And the other settings are the same with “Add Wake-up Call”.

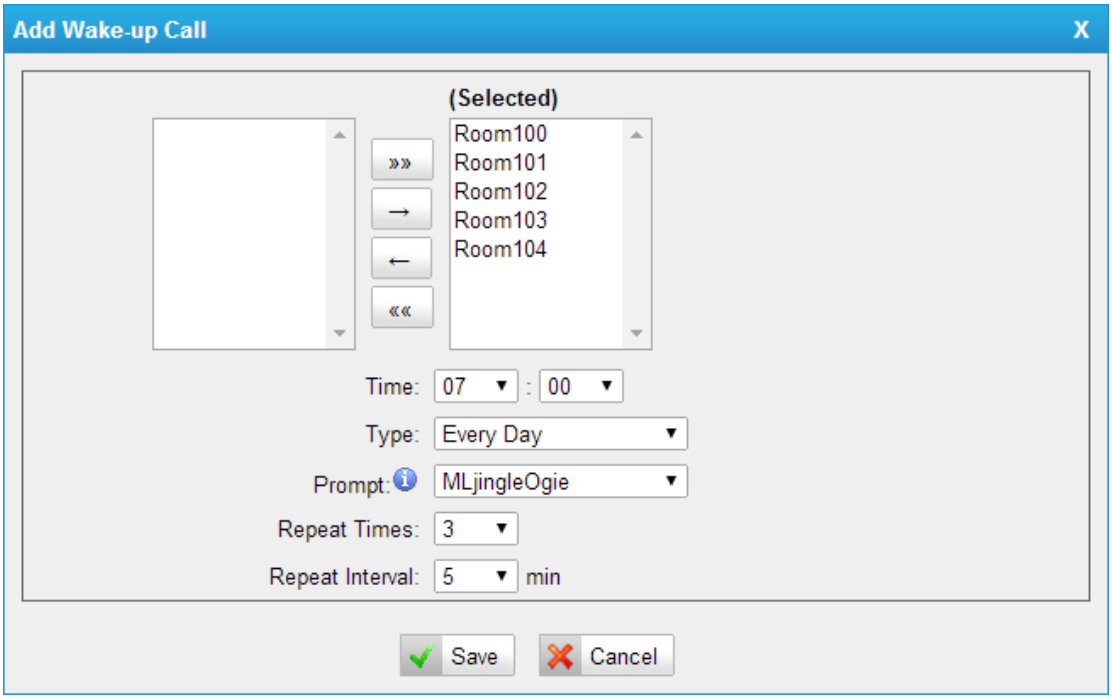


Figure 46

Delete the selected wake-up calls

"***Wake-up Call***" -> "***Delete the Selected Wake-up Calls***"
Delete the wake up calls which is chosen.

Search wake-up call

"***Wake-up Call***" -> "***Search***"
You can search rooms according to "*Room Name*".

Edit wake-up call

Click the button to edit the wake-up call.

Delete wake-up call

Click the button to delete the wake-up call.

2.2.9 General Settings

This section includes functions, dial plan setting, currency setting and company setting.

Functions:

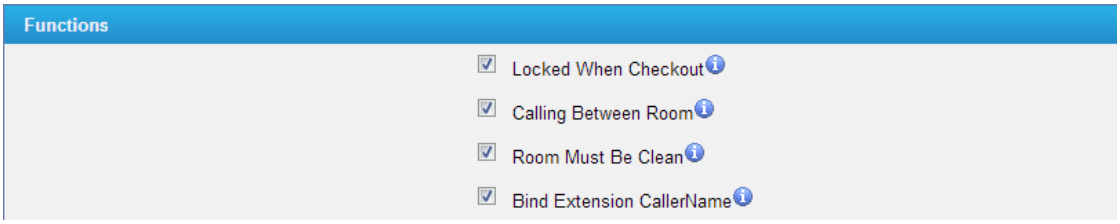


Figure 47

Locked When Checkout: after checkout, extension in the room will be locked and can't make calls.

Calling Between Room: if checked, extension in different rooms can call each other.

Room Must Be Clean: the room must be cleaned before check-in.

Bind Extension CallerName: the name of a new room will automatically match the corresponding extension's name.

Dial Plan:

Set Mini Bar feature code and room clean and choose an extension for Reception.

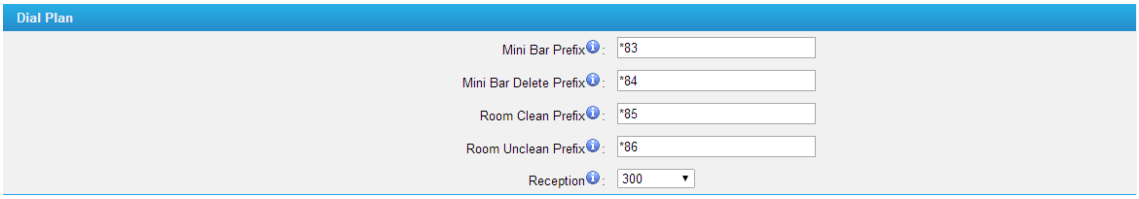


Figure 19

Mini Bar Prefix: keep records of Mini Bar expenses. At the time of check-out, the record will show on the billing report. For example, *83111222 means the guest purchased 3 pieces of item No.1 and 3 pieces of item No.2.

Mini Bar Delete Prefix: Delete the records of mini bar expenses. It can only be executed before check-out. For example, *84112 means on the basis of the previous purchase, subtract 2 pieces of item No.1 and 1 piece of item No.2.

Room Clean Prefix: room cleaned. After cleaning, dial this to tell the system that the room is cleaned.

Room unclean Prefix: Set room dirty. If your room needs to be cleaned, dial this to tell the system your room needs to be cleaned.

Reception: the extension number of the reception desk. The number can be dialed whether the room is checked in or not.

Below is an example:

For mini-bar setting, please refer to Figure 29. And the customer consumed 1 tin of Coco-cola, 1 bottle of mineral water. Before the customer is checked out, the hotel cleaner should check if the customer has consumed anything in mini-bar. Then the cleaner would dial *831 and *834 to tell the system the customer has consumed 1 tin of Coco-cola and 1 bottle of mineral water. Then the system will charge the customer. If the cleaner dials *832 by mistake, then he/she should dial *842 to delete this input. And after cleaning the room,

the cleaner should dial *85 to tell the system this room has been cleaned and the room clean status will turn to .

Currency Unit && VAT

Set currency unit and VAT

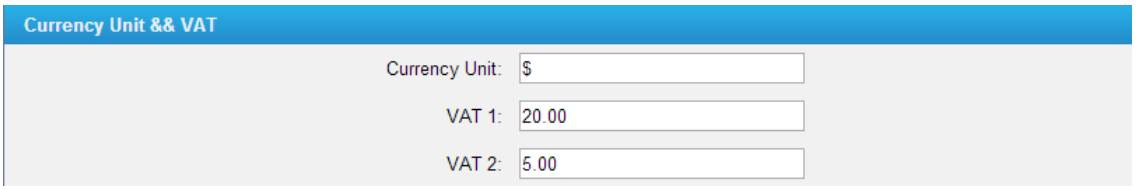


Figure 48

Currency Unit: configure the currency unit that the hotel uses

VAT1 & VAT2: set 2 VAT

For example, if a room module costs 200$, and the VAT is 20, then the customer should spend an extra of 40$ (200 × 20%) for this room module. That is, the real expense for this room module is 240$ per day.

Company:

Set company information

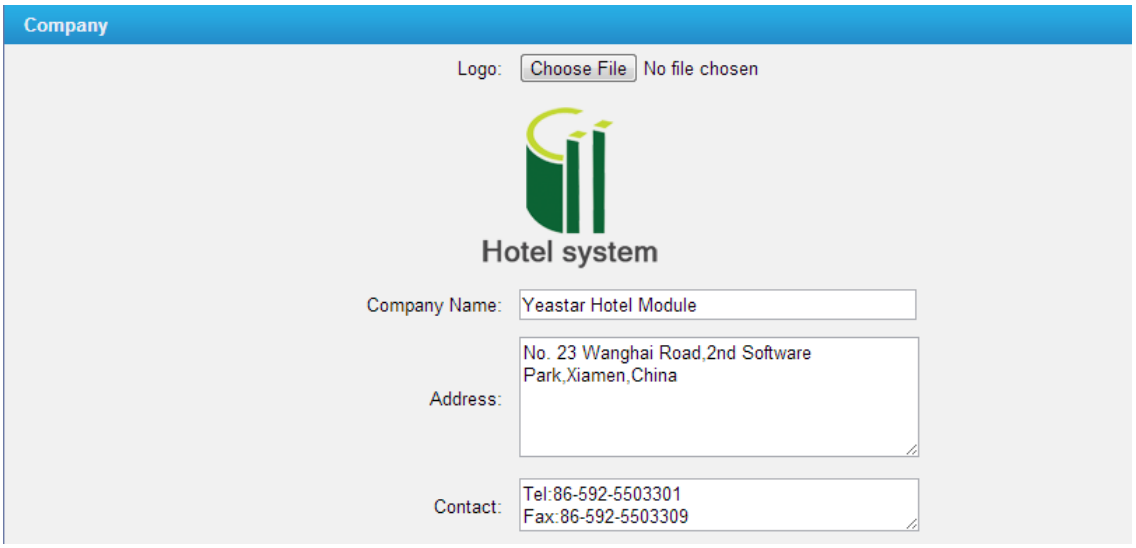


Figure 49

Logo: upload your hotel logo. Default width is 143 px, default height is 120 px. Width should not be wider than 170 px, height should not be higher than 150 px.

Company Name: set the hotel name

Address: set the hotel address

Contact: the contact information of the hotel

2.2.10 Rate Settings

Rate is used to charge the call that the customer makes.

Add New Rates

"***Rate Settings***" -> "***Add Rate***"

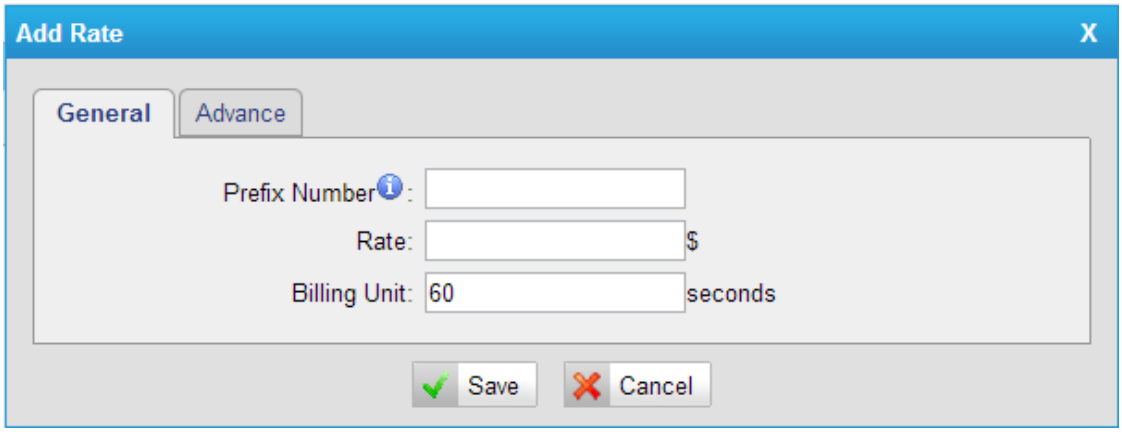


Figure 50

General

Prefix number

The destination should begin with this prefix, it would match any number if the prefix is null.

Rate

The rate of one billing unit.

Billing Unit

If the rate is $0.2 and billing unit is 60 seconds, the call you make will cost $0.2 per 60 seconds (less than one billing unit will be regarded as one billing unit).

Advance

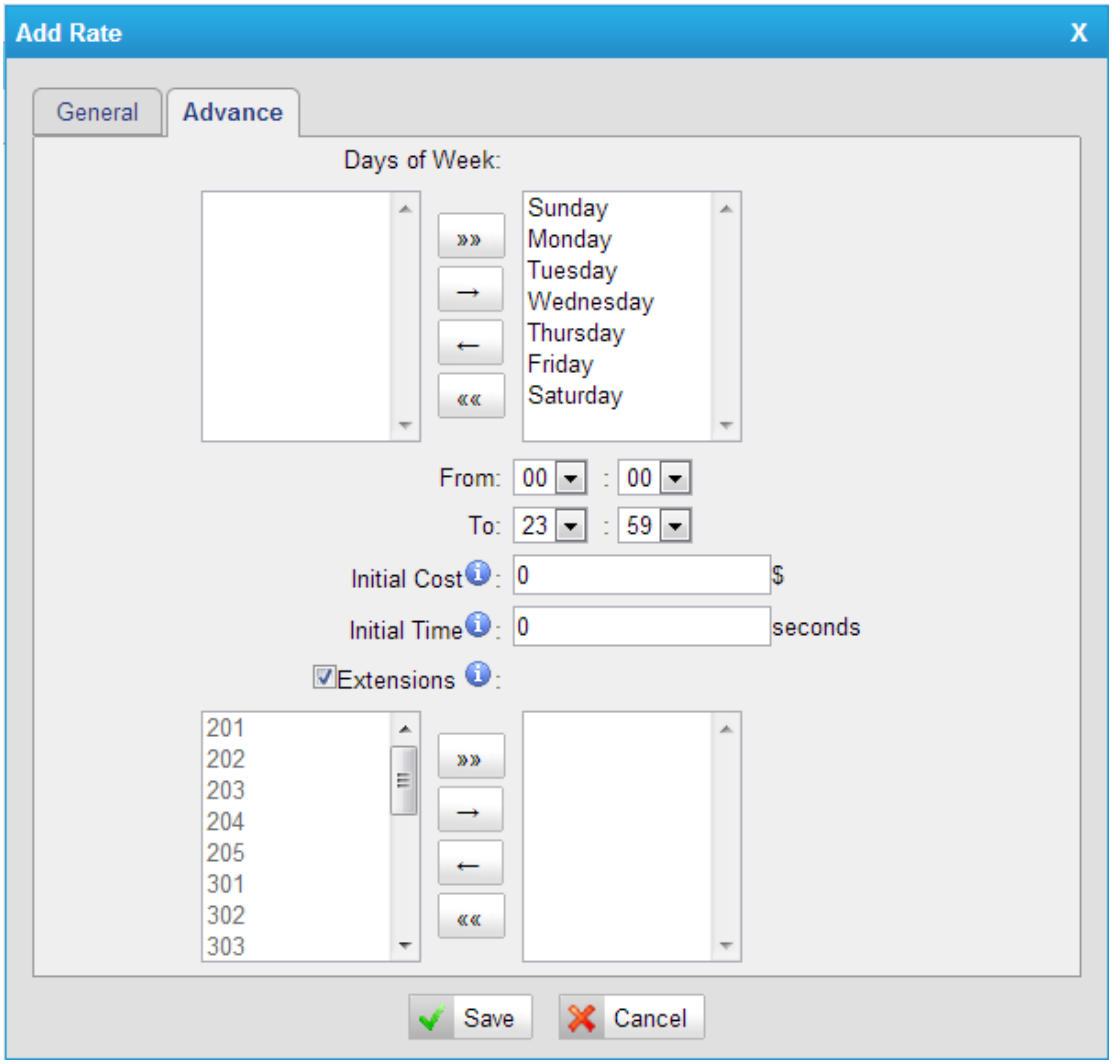


Figure 51

Days of week

Choose the days on which this rate takes effect.

From & To

The time period of this rate takes effect in a day.

Initial Cost & Initial time

If the “Initial Cost” is $0.2 and the “Initial Time” is 120 seconds, it means the first 120 seconds of this call will cost $0.2.

Extensions

If this is checked, this rate would be for all extensions, include the new extensions. If not checked, you choose the extensions as required.

Edit rate

Click the button to edit the rate.

Delete rate

Click the button to delete the rate.

2.2.11 Billing Report

In this page, you can print the bill for customers.

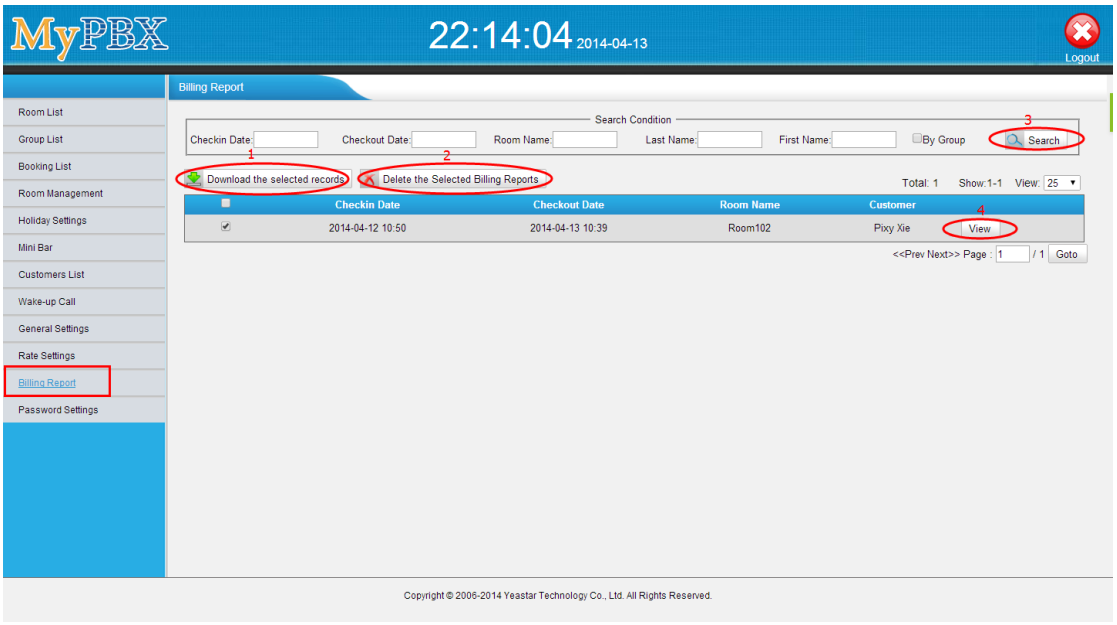


Figure 52

Download the records:

Download all the records in ".csv" file.
Go to "Billing Report" -> "Download the Report"

Delete the selected records:

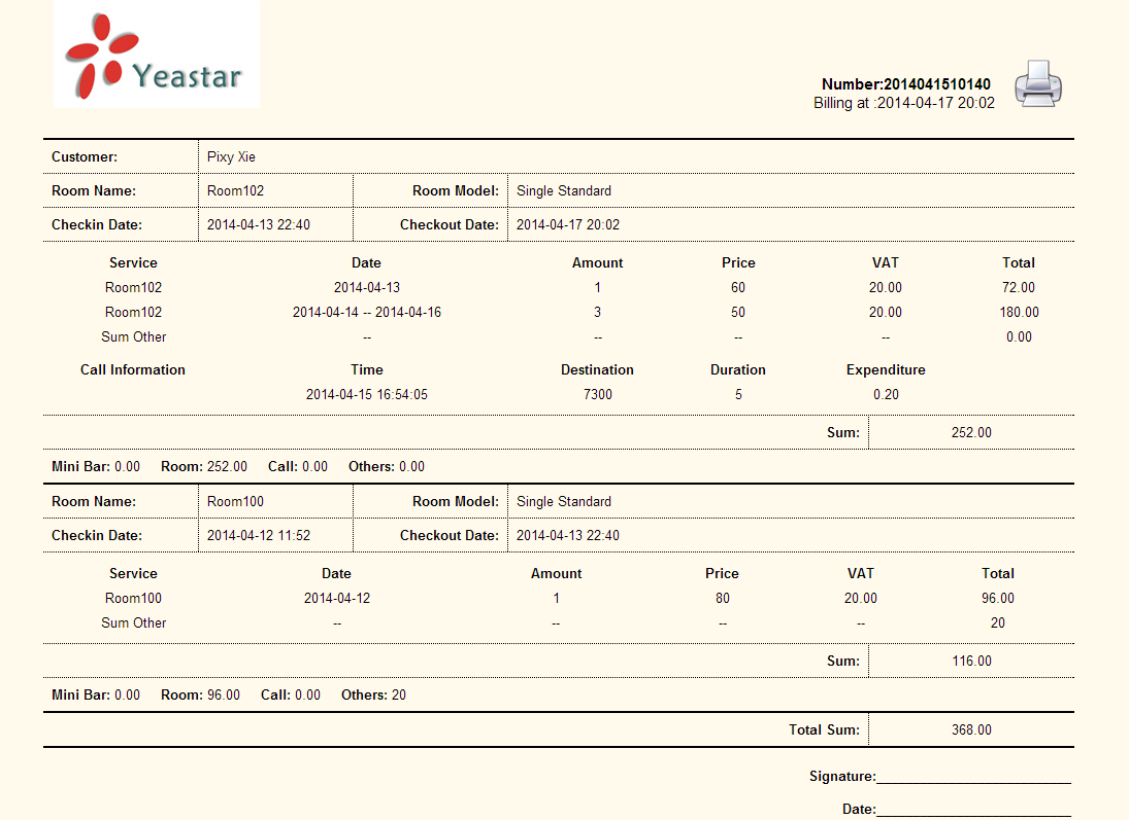
After selecting the records, you can delete them.
Go to "Billing Report" -> "Delete the selected Records"

Search Condition

You can search the records according to "Checkin date", "Checkout date", "Room Name", customer's "First Name" and "By Group". But if "By Group" is checked, the other fields would be frozen.

View the record

Click “view” button, you will see the customer’s bill.
You can also print the bill if you have connected to a printer.



Yeastar

Number:2014041510140
Billing at :2014-04-17 20:02

Customer:	Pixy Xie		
Room Name:	Room102	Room Model:	Single Standard
Checkin Date:	2014-04-13 22:40	Checkout Date:	2014-04-17 20:02

Service	Date	Amount	Price	VAT	Total
Room102	2014-04-13	1	60	20.00	72.00
Room102	2014-04-14 -- 2014-04-16	3	50	20.00	180.00
Sum Other	--	--	--	--	0.00

Call Information	Time	Destination	Duration	Expenditure
	2014-04-15 16:54:05	7300	5	0.20

Sum: 252.00

Mini Bar: 0.00 Room: 252.00 Call: 0.00 Others: 0.00

Room Name:	Room100	Room Model:	Single Standard
Checkin Date:	2014-04-12 11:52	Checkout Date:	2014-04-13 22:40

Service	Date	Amount	Price	VAT	Total
Room100	2014-04-12	1	80	20.00	96.00
Sum Other	--	--	--	--	20

Sum: 116.00

Mini Bar: 0.00 Room: 96.00 Call: 0.00 Others: 20

Total Sum: 368.00

Signature:_____

Date:_____

Figure 53

2.2.12 Password Settings

You can change the password of the management portal.

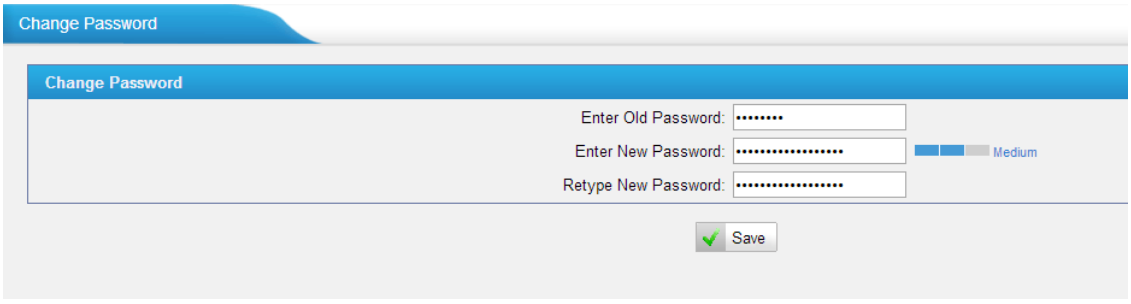


Figure 54

By pressing “Save” the Web GUI will be redirected to the login page. You can log in using the new password. And when you enter new password, it will display the password’s safety level on the right side of the field.

[Finish]